
**Decision Session of the Cabinet Member for
Health, Housing and Adult Social Services**

5th November 2012

Report of the Assistant Director of Housing and Community Safety.

Former Tenants Arrears – Write off

Summary

1. To seek agreement to write off a number of former tenants arrears.

Background

2. The district auditor requires existing balances to be examined and uncollectable debts to be written off each year. In the Audit Commission's Housing Inspection report dated October 2002, the need to write off bad debts more promptly was highlighted.
3. Former Tenant Arrears (FTAs) have had a significant effect on the additional contribution made each year within the Housing Revenue Account (HRA) towards bad debts. This has had an adverse effect on resources available for expenditure.
4. Where a debt is written off this does not mean that it can never be recovered. The debt is written back on to a rent account if the customer is located. This may be because the customer has made contact again with Housing Services. Debts are written back on each month and this is reported on monthly. From 02.04.12 to 27.05.12, £4,314 was written back on to rent accounts.
5. In addition to this Housing Services has implemented two improvements in this area. The management of former debt for customers in temporary and permanent accommodation has been simplified and a formal system for checking on debts owed by newly accepted homeless customers has been implemented. In addition, a system for doing periodic traces on customers who have had their debt written off is now in place. Approved Debt Collection agencies are also used as part of the overall process.
6. Officer delegated powers are restricted to writing off debts of £5000 or less. This was formerly £2000 up to 2010.
7. As previously agreed write off reports will be brought to Cabinet Member every 6 months where appropriate cases exist. This will assist officers and members

in the monitoring process and should give a clearer view on performance throughout the year.

8. FTAs are monitored weekly. The Authority makes use of a tracing database which conforms to Data Protection requirements to locate former tenants. Where a former tenant is found efforts are made to recover the debt in traditional ways, including ;letters, phone calls and visits. Legal action is taken in appropriate cases and where it is financially viable to do so. The Authority also employ debt collection agents to chase debts where appropriate. These agents were appointed in March 2011 following a procurement exercise including Council Tax recovery, Housing Benefit overpayments and other services..
9. Details of individual cases are set out in Annex A

Consultation

10. None

Options

11. Option 1: Maintain these FTAs on accounts. This would lead to an increase in the bad debt provision and would go against good practice as commented on in the Housing Inspectors report of October 2002.

Option 2: Write the debts off on the understanding that if necessary they can be reinstated at a later date.

Analysis

12. It is recommended that FTAs are written off totalling £11,675.02. This represents 0.04% of the total rent debit for this financial year. These are cases where Housing Services have attempted a number of traces but have been unable to obtain a forwarding address or any information on the whereabouts of the former tenant.

Corporate Objectives

- 13 This report supports corporate objective of improving the organisational effectiveness of the council through good financial management.

Implications

14. The implications arising from this report are as follows:
 - **Financial** - These write offs can be contained within the bad debt provision of the Housing Revenue Account. The current provision is £666,211.
 - **Human Resources (HR)** - None

- **Equalities** - None
- **Legal** - None
- **Crime and Disorder** - None
- **Information Technology (IT)** - None
- **Property** - None
- **Other** - None

Risk Management

15. Writing off debts that can not currently be recovered will help reduce the bad debt impact on the HRA. This reduces high risk financial implications for the HRA.
16. The risk of these debts never being recovered is high but has been improved due to the use of tracing IT package and more robust systems on checking for former debts when customers want rehousing

Recommendations

17. That the Cabinet Member:
 - Approves Option 2 which involves writing off FTAs of £11,675.02 as detailed in Annex A

Reason: This is in line with the recommendations of the audit report detailed in paragraph 1 and also for the financial implications listed above.

Contact Details

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Report Approved Date 4/11/12

Report Approved Date

Specialist Implications Officer(s) - None

Wards Affected: None

All

For further information please contact the author of the report

Background Papers:

None

Annexes

Annex A – Former Tenant Arrears – Write Off Amounts