

# Housing Advisory Board Rents 5 August 2025

# 2024-25 Rent Collection Overview



- Total Rent Due (2024-25): £43.52m
- Arrears carried forward: £3.19m
- Total amount to be collected: £46.71m
- Actual Rent Collected: £43.51m
- Collection Rate: 93.14% (↑0.62% from previous year)

# Overall arrears position



\*53 week rent year

2024 – 2025

- Year-End Arrears: £3.21M (up £14.88K\*)

2025 - 2026

- Q1 Arrears: £3.13M (down £72K)

Year	% increase in rent	% arrears increase	£ Arrears increase
2021-22	1.50%	12.48%	£239,992.33
2022-23	4.10%	23.94%	£517,924.70
2023-24	7%	19%	£509,421.13
2024-25	7.7%	0.47%	£14,880.87

# Arrears position

- Current Tenant Arrears: £1.74M (down £164k)
- Former Tenant Arrears: £1.39M (up £87K)
- 67% of arrears are up to 4 weeks old.

# Current Tenant Arrears - £1.74m



CHESTERFIELD  
BOROUGH COUNCIL

- Cases: 4107 at the end of Q1
- Arrears: £2.34M
- Pre-paid: £0.60M

## Trends & insights

- Reducing average levels of arrears in the last year.  
£634.90 -> £568.82
- Higher levels of pre-payments received.
- Improvement in arrears between 8 – 39 weeks old.
- 47 tenants with over 40 weeks of rent arrears.

# Former Tenant Arrears - £1.39m



CHESTERFIELD  
BOROUGH COUNCIL

- Cases: 1,835 at the end of Q1
- Arrears: £1.66m
- Pre-paid: £0.27m

## Trends and insights

- £0.55m of arrears were relating to people on UC at termination.
- We are seeing increasing levels of FTA arrears.
- Several write-offs are likely in 2025-26.
- 4 evictions in Q1 – arrears at eviction £21k

# Trends and insights - UC

- Tenants on UC (June 2025): 3,478
- Tenants on UC in arrears: 2,313
- Managed Payments: ↑411 in last 12 months
- The total amount of arrears has reduced for those on UC in the last year.  
£1.696M -> £1.379M



# Actions and Improvements

## We are:

- Improving letters & how we make contact
- Reviewing and updating our rents processes
- Using flexible payment plans
- Testing the use of account analytics – better and faster analysis
- Undertaking cross-training in Revenues.
- Developing proactive communication campaigns

# Discussion and Questions

