

PRESENTATION TO FINANCE SPC

18th January 2024

Housing Rent Collection and Arrears Recovery

Report no 003-2024 to the Finance SPC

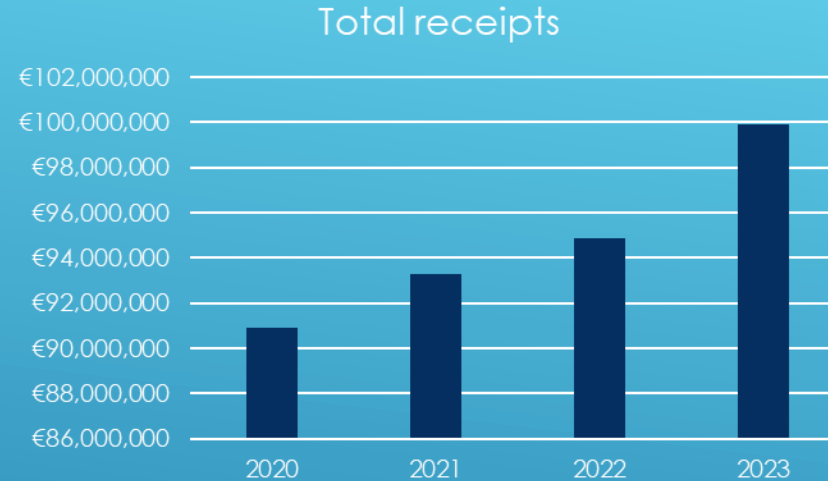
THE PRIMARY OBJECTIVE OF THE RENT COLLECTION AND ARREARS RECOVERY SECTION IS TO MAXIMISE RENT COLLECTION AND MINIMISE RENT ARREARS

Overview as at 31st December 2023:

- ▶ Rent receipts increased by 10% between 2020 and 2023
- ▶ Number of tenancies: 25,742 (25,205 in 2022 and 25,024 in 2021)
- ▶ Total number of occupants housed in all properties: 64,995
- ▶ Average weekly rent charge: €79; single occupancy: €48.56; families: €94.00
- ▶ Total Rent arrears : €38,137,331.11
- ▶ Credit on accounts: €4,948,459.50

Rent Receipts Analysis 2020-2023

Year	Total receipts
2023	€99,912,582
2022	€94,871,927
2021	€93,288,484
2020	€90,896,920



10% increase in rent receipts over a four year period due to:

- ❑ Increase in tenancies from 24,700 (end 2020) to 25,742 (end 2023)
- ❑ Increase in average weekly rent from €70.41 (end 2020) to €79 at (2023)
- ❑ Focus on engaging tenants in paying weekly rent as a priority

Rent Assessment Overview 2020-2023

Year	Number of assessments
2023	36,653
2022	21,968
2021	23,229
2020	24,812

Achieved objective of reducing review cycle to one year by:

- Recruiting and upskilling new staff
- Accessing Local Authority Verification Application (LAVA)

Benefits:

- More efficient review cycle maximises debit
- Customer pays rent in line with recent income (affordability)
- Timely reviews benefit DCC and Customer

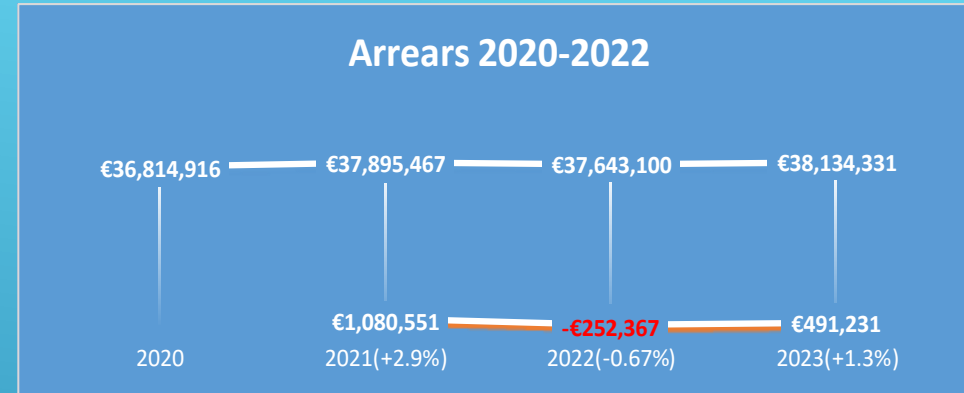
Payment method analysis

Method of payment	% of accounts 2023	% of accounts 2022
Bill Pay	52.3%	49.2%
Direct Debit	23.9%	25.7%
Household Budget	12.1%	10.7%
Internet payment	9.7%	12.4%
Wages/Salary	1.4%	2%
Customer Services call payment	0.6%	0.3%

- All new tenants must sign up to either household budget or direct debit and pay two weeks rent in advance
- All existing tenants in receipt of social welfare via An Post encouraged to pay via Household Budget
- Permission required to cancel Household Budget – withheld if tenant is in arrears

Analysis of Rent Arrears 2020-2023

Year	Balance	Variance	Percentage +/-
2020	€36,814,916		
2021	€37,895,467	€1,080,551	+2.94%
2022	€37,643,100	-€252,367	-0.67%
2023	€38,134,331	€491,231	+1.30%



Balance of arrears is cumulative over many years – significant legacy debt.

Status of rent accounts at end 2023:

- ❑ 69% compliant: Action – monitor and intervene early.
- ❑ 21% in rescheduling agreements: Action – monitor and intervene early. Tenants afforded multiple opportunities to engage in rescheduling agreements
- ❑ 10% irregular payments: Action - arrears recovery. Tenants who can pay and won't pay subject to legal proceedings as per Housing (Miscellaneous Provisions) Act 2014

Monitoring of accounts

Arrears band	Number of Accounts	% of overall accounts
€500 – €2,000	3,371	13.10%
€2,000 – €7,000	3,141	12.21%
€7,000 – €11,000	842	3.27%
€11,000 – €19,000	617	2.39%
€19,000 – €27,000	130	0.50%
€27,000 +	44	0.17%

- Monitor all accounts
- Early intervention when payments are missed
- Resume weekly payments/ Rescheduling Agreements
- Escalation – Arrears Recovery Process
- Legal Proceedings-Tenancy warning; Court; Repossession

Legal Action taken 2023:	2023	2022
Number of Tenancy Warnings issued	193	189
Number of cases listed for court hearings	154	91
Number of Orders for Possession granted	34	17
Cases settled (Order for Possession granted – warrant not executed)	14 (6 by lump sum payments totalling €81,000 and 8 DRNs totalling €197,354.	7 lump sum payments - €65,000
No. of Evictions	5	3
2024:		
Number of files with Law Department	143	
Number of cases with Court dates (Law Dept will continue to request dates through the year)	93	
Number of Orders for Possession granted in 2023 that will expire in 2024	24	

Achievements 2023

- Target of 3% increase in rent receipts for 2023 was achieved and exceeded by 2.3% as increase was 5.3%
- Assessment/review cycle reduced from over 2 years to one year.
- Additional staff recruited and upskilled
- Strengthened relationship with MABs. MABs advise all tenants to pay rent as a priority. 38 Debt Relief Notices were issued in 2023 under the Personal Insolvency legislation 2012. Under the terms of this legislation, once a person qualifies for the DRN, the entirety of the debt is written off. Once in a lifetime access to DRN.

Measures to improve collection rates in 2024

- Deliver on IT upgrade to facilitate better monitoring, reporting and analysis
- Employ additional communication tools e.g. automatic, regular sms/e-mail reminders for tenants
- Professional analysis of information – recommendations for more effective use of resources
- Examine / learn from organisations with similar roles
- Continue to build on progress to date