

ISNG:

COST OF LIVING CRISIS
AND PROPOSED RENT CAPS

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21st September 2022



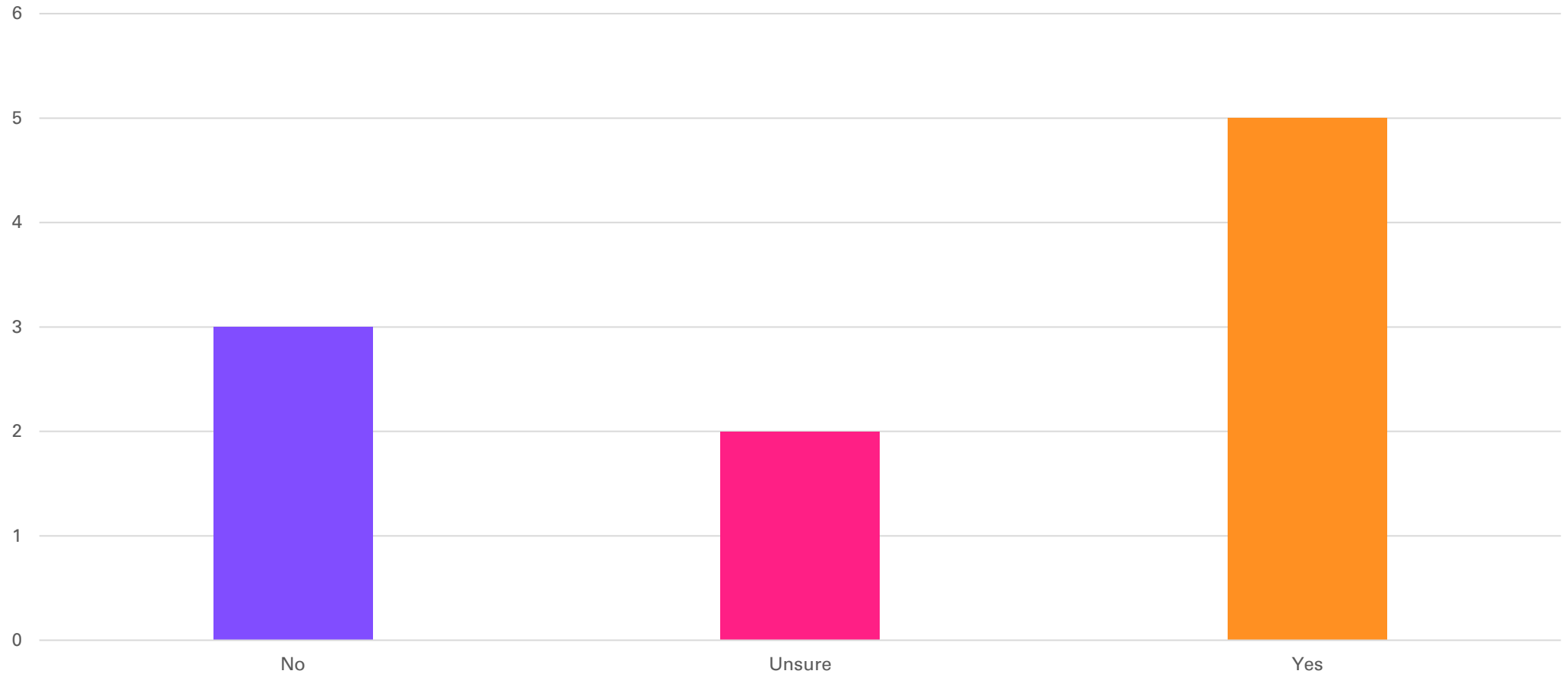
AGENDA

- COST OF LIVING CRISIS
- PROPOSED RENT CAPS
- RENT PERFORMANCE Vs SUSTAINING TENANCIES
- OTHER IDEAS

COST OF LIVING CRISIS

Subtitle

Q1. Are you seeing an increase in arrears as a result?



Q2. Are you seeing an increase in request for support or help?



Q3. How are organisations predicting the impact? What data are being used to do this?



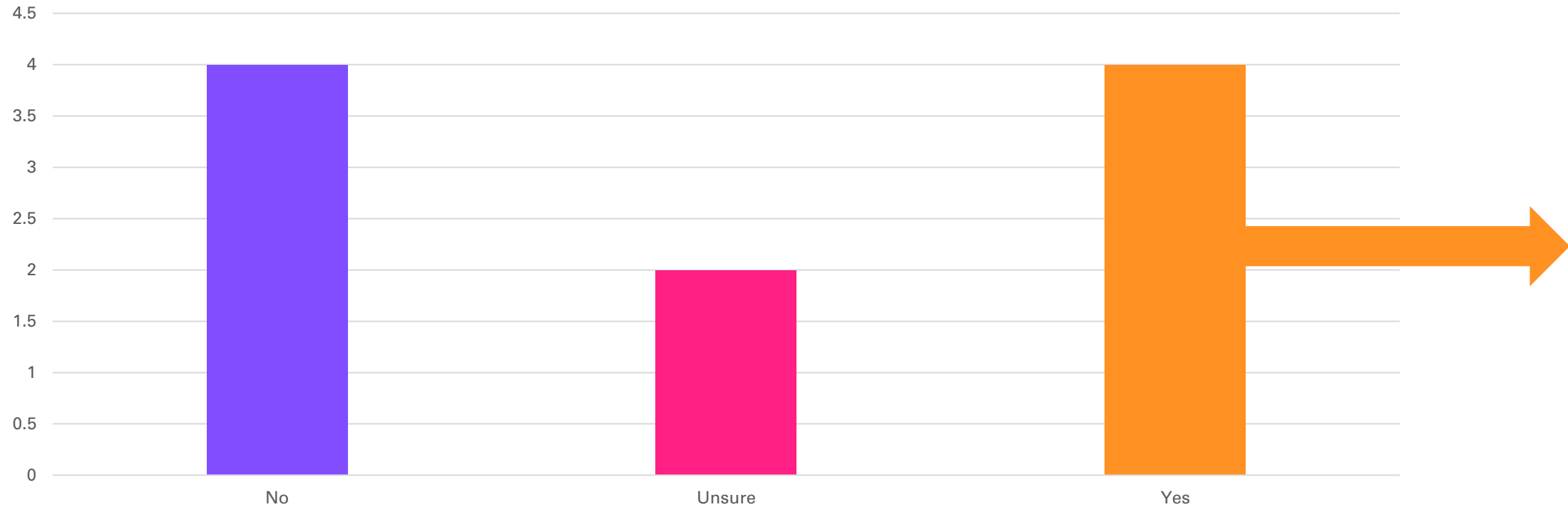
“July & Aug we've seen the request for help double - we're expecting this to increase again. But we are hoping to target some customers families, with school age kids not on HB or UC and with an EPC rating of E”

“Number of rent arrears cases and rent arrears value
Number of returned direct debits
Number of requests for benefits checks and debt advice”

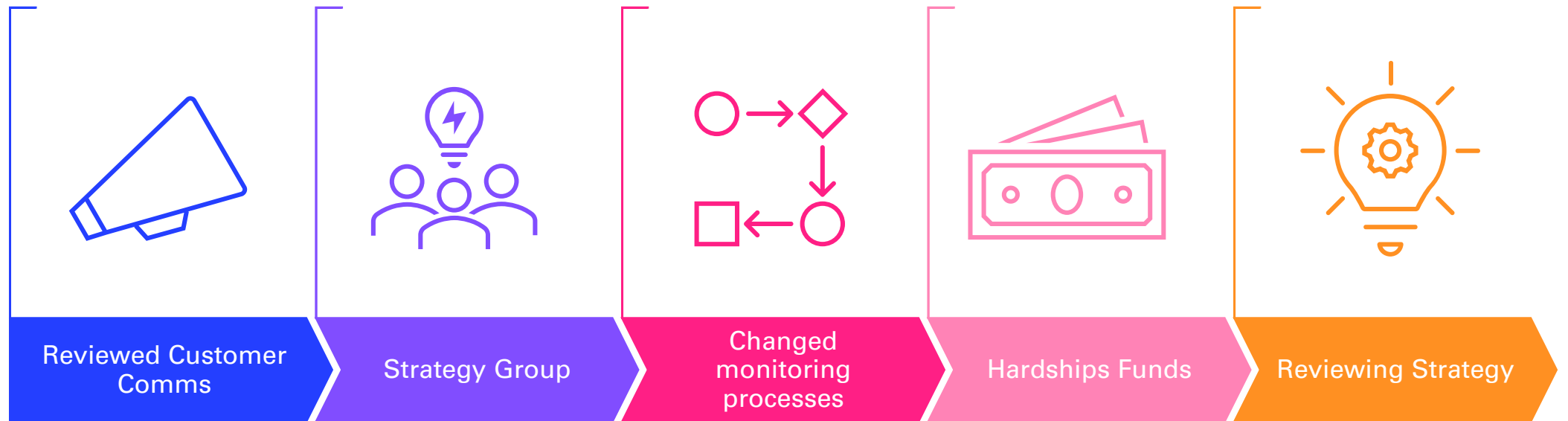
“We are predicting an increase in arrears, we are signposting as much as possible currently to help maximize income and reduce expenditure.”

“Arrears figures, tenancy turnover, requests for support”

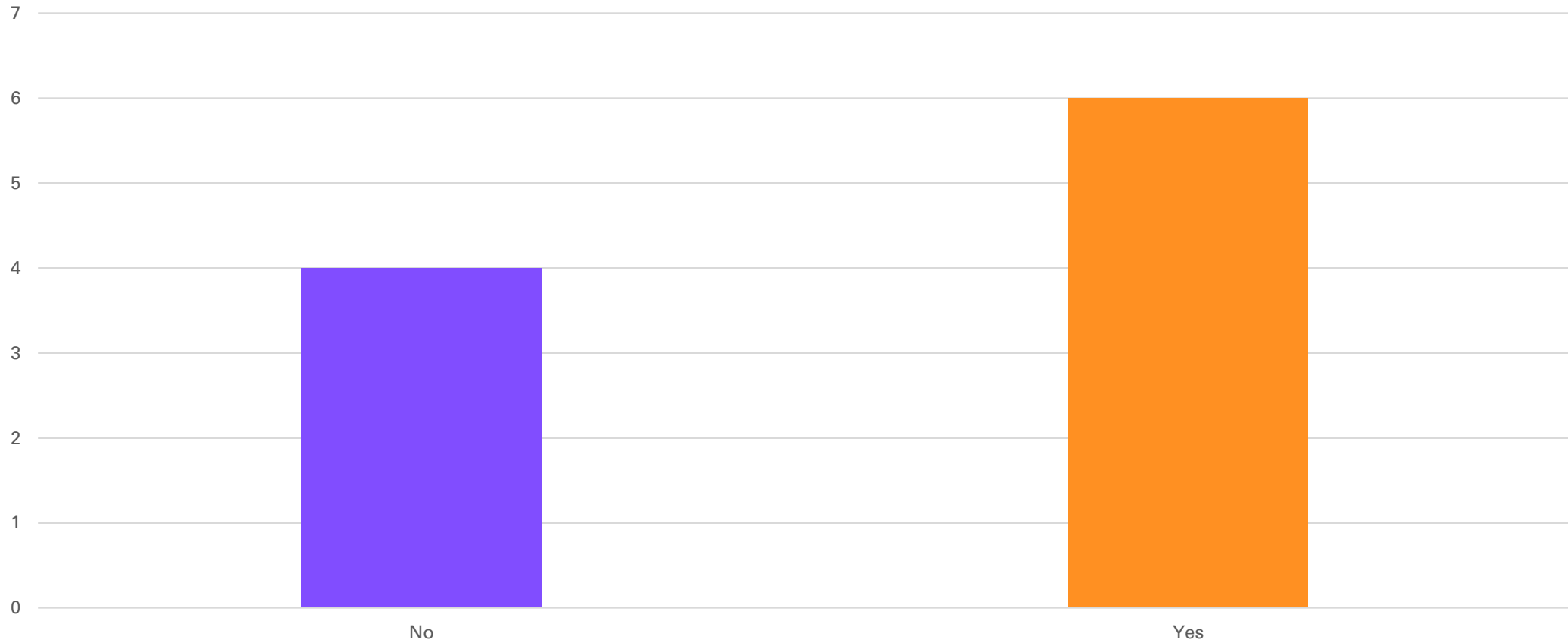
Q4. Have organisations changed any processes due to the recent and impending challenges?



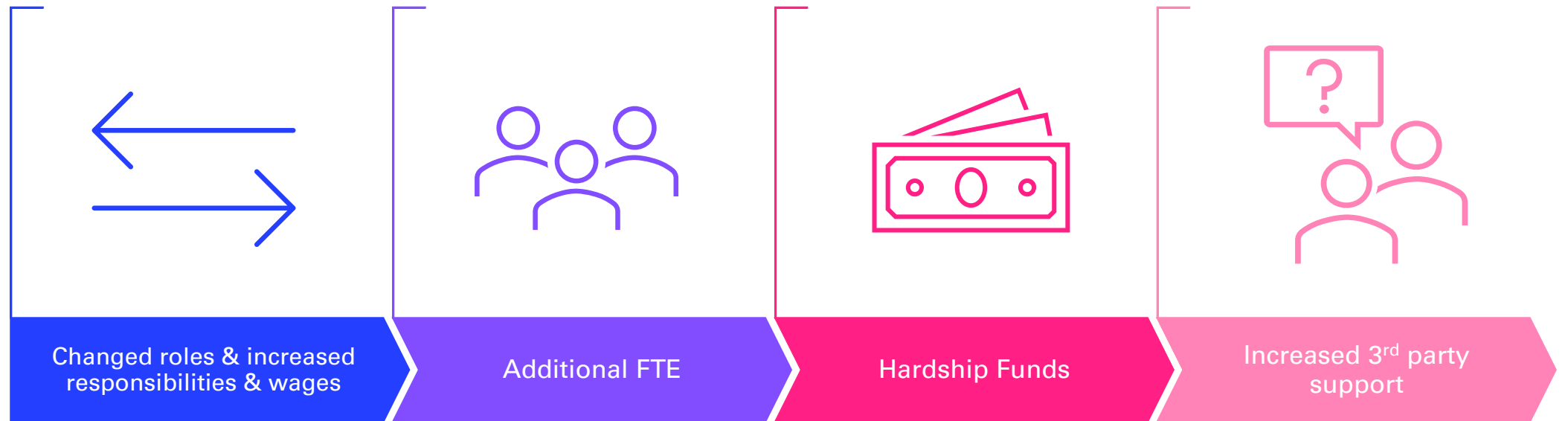
Q4. Tell us how...



Q5. Has any organisation been given additional resource as a result?



Q5. Tell us how...



Rent arrears and support referrals increasing

Q6. ANY OTHER KEY TRENDS?

KEY TRENDS

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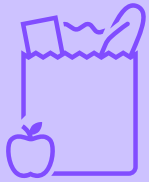
Working households struggling more

Increased reliance on food banks



Conflict with energy bills

Q7. What bills are people prioritizing / changing?



Food



Heating
Energy



Walking
rather than
driving



PROPOSED RENT CAPS

3

5

7

Q9. What are the biggest challenges associated with any likely increase?

Tenant Welfare

- Customer reaction
- Increased demand on services
- Tenant engagement
- Affordability
- Food/Fuel OR Rent

Business Plan / Budget

- Balancing 30yr business plan
- Budget deficit and impact on key services from HRA account
- Impact on asset plans

Rent Arrears

- Money prioritisation
- Affordability
- Heat / Eat / Rent debate

Q10. How are organisations going to mitigate the shortfall in business plans?



Don't Know /
Too Soon

(MOST)



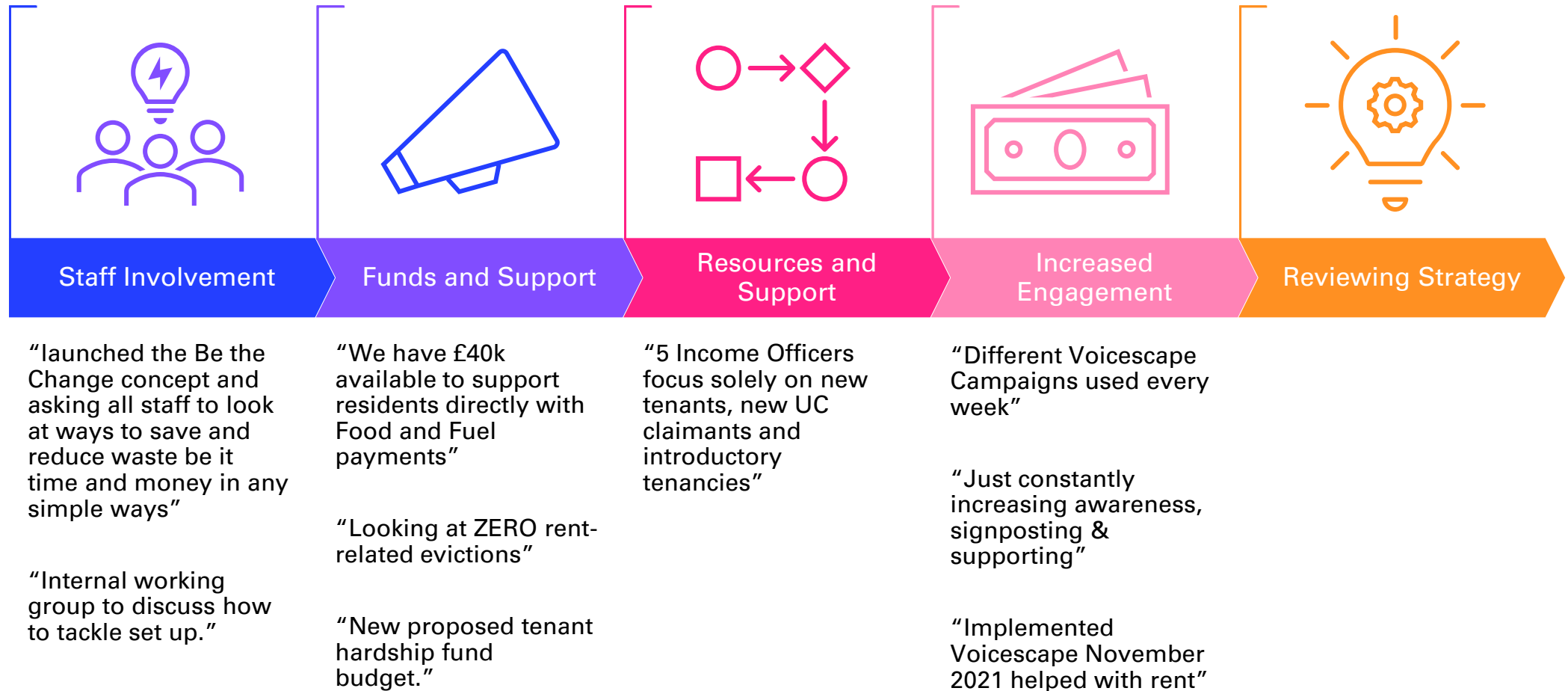
Selling
Interest in
some
portfolios



Service
Review /
Cost Savings



Q11. Is anyone doing anything innovative or different?



PERFORMANCE



Q12. Is anyone sustaining performance whilst also sustaining tenancies and how?

“July's rent arrears performance was £9k lower than last July's performance “

“yes. performance on track, 12 evictions to date“

- “the focus is on quality conversations, establishing the root cause of rent arrears, and considering every support option“

“rent arrears are hovering around the 4% mark. “

“We have seen a strange decrease in arrears over the summer, which is an unusual trend for us“

“Have been, more of a challenge past two months“

“Not at the moment“

Q13. How are organisations keeping frontline colleagues motivated / managing mental health

“This remains our biggest challenge”

“Regular team meetings and 121 discussions”

“Workplace health shield scheme, staff awards (£50 voucher), management keep a positive working environment”

“making sure staff feel comfortable at work and their balance between the home and work is sustainable”

“Regular team meetings and 121 discussions”

“Weekly team huddles, trying to add a little fun between the team and will start monthly focus groups ie one officer from each of our 5 teams to discuss events, themes and get feel for what customers are telling them”

“Considering resilient training”

- “Peer group meetings, regular updates, team meetings, agile working, check ins”

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PROPOSED RENT CAPS

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THANK YOU