

Item 9 Appendix A

In April 2014 with rising debts, Management team authorised a fixed term Sundry Debtor assistant. The role of the Sundry Debtor assistant has help reduce the arrears and engage with customers.

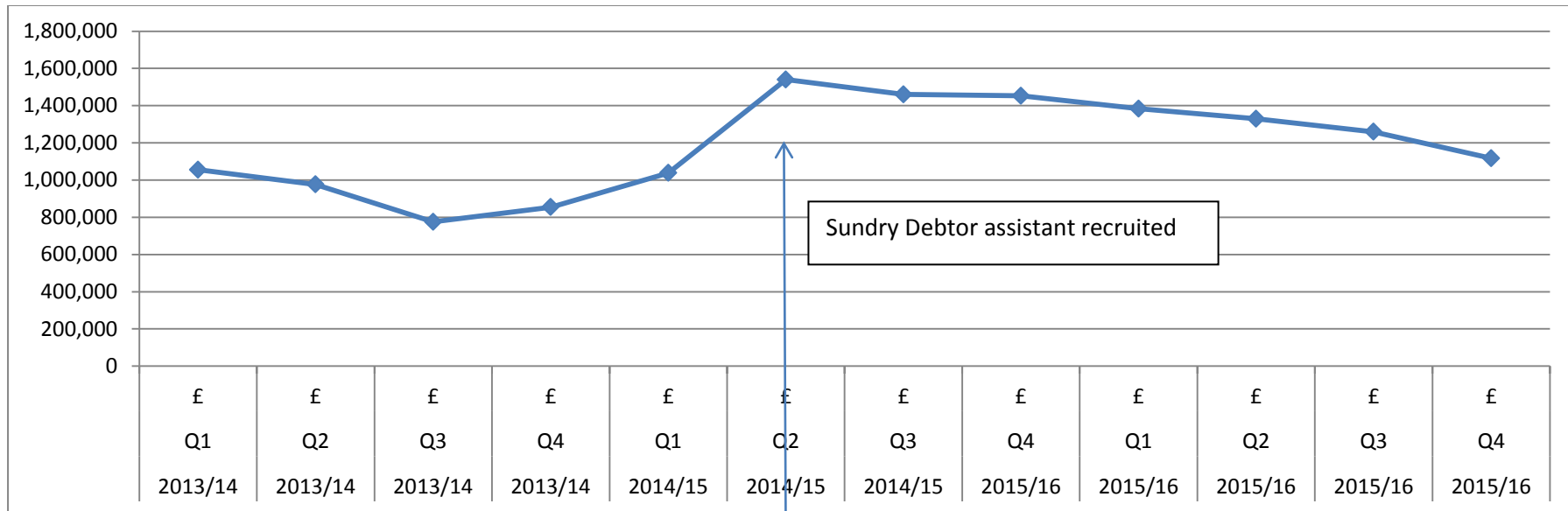


Chart 2

The debts can be identified at service level. Currently there is £320k on an arrangement to pay. This includes the vast majority of Wheels to Work & Lifeline customers who are invoiced every 6 months.

Department	Original Amount
Budget code 375 (Rent Allowance Overpayment)	£243,419
Budget code 373 (Rent Rebate Overpayments)	£98,070
Budget code 430-8100 (Housing Repairs)	£69,916
Budget code 627 (W2W)	£64,079
Budget code 420 (LifeLine)	£57,542
Budget code 410-7455 (Bed Charge)	£44,573
Budget code 410-4443 (Rent Deposit)	£36,160
Total 925 (Old rent deposit)	£15,435
Total 355-7930 (Building Control - Site Inspection old debts)	£13,533
Total 588 (Licensing old debts)	£12,112
Total	£654,838