

Committee: Housing Management and Almshouses Sub-Committee	Date: 20/11/2019
Subject: Rents Policy	Public
Report of: Director of Community and Children's Services	For Decision
Report author: Liam Gillespie, Head of Housing Management	

Summary

The City of London's Housing Service manages 1,926 tenanted properties, which are let under Secure or Introductory tenancies. A Rents Policy has been drafted which sets out our approach to rent setting and the management of rent accounts.

This is a new policy which forms part of our ongoing review of housing management policies. While this is a new policy, the approaches contained in the document are taken from established practice, current rent regulations and our Tenants' Agreement and Handbook.

Recommendation

Members are asked to:

- Approve the draft Rents Policy for use by the Housing Service

Main Report

Background

1. A Rents Policy has been developed as part of our ongoing review of housing management policies.
2. The City's Housing Service manages 1,926 properties for social rent. This policy outlines our approach to setting and managing rents for these properties, as well as tenant service charges. It explains tenants' responsibilities in relation to managing their rent accounts and explains our approach to dealing with some common scenarios in rent management.

Current Position

3. The Rents Team manages all aspects of rent accounting for the Housing Service. Procedures for managing rents are well established and, in some areas, are informed largely by regulations.

4. Tenant obligations in general are contained in the Tenants' Agreement and Handbook, though it was thought sensible to include some more detailed information in this policy and have relevant information in one place.
5. The policy also makes our position clear in relation to various scenarios commonly encountered in tenancy and rent management, for instance the impact of tenancy changes on the rent payable, 'rent calendar' and use and occupation accounts for tolerated trespassers.

Policy Management

6. This is a new policy which is intended to cover rent setting and our administration of rent accounts. A separate policy will be formulated to outline our approach to managing rent arrears and the tenancy enforcement and recovery process.

Conclusion

7. As part of our ongoing review of housing management policies, a Rents Policy has been drafted which outlines our approach to setting rents and managing rent accounts.
8. The policy brings together relevant information in one document and also sets out in writing how we will deal with certain situations which are commonly encountered, and for which established processes already exist.

Appendices

- Appendix 1 – Draft Rents Policy
- Appendix 2 – Consultation comments and responses

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