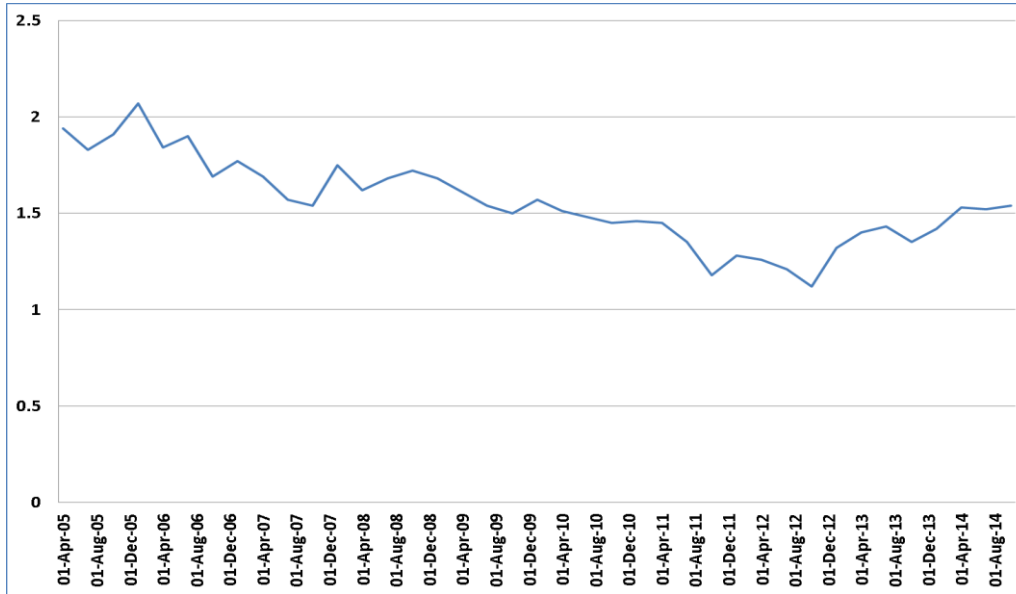


Analyses and Benchmarking of Rent Arrears 1 page report

The below graph shows the 10 year trend of Key Performance Indicator HLS/001 (a) the total amount of rent arrears owed by current tenants as a percentage of the total rent collectable for the financial year.

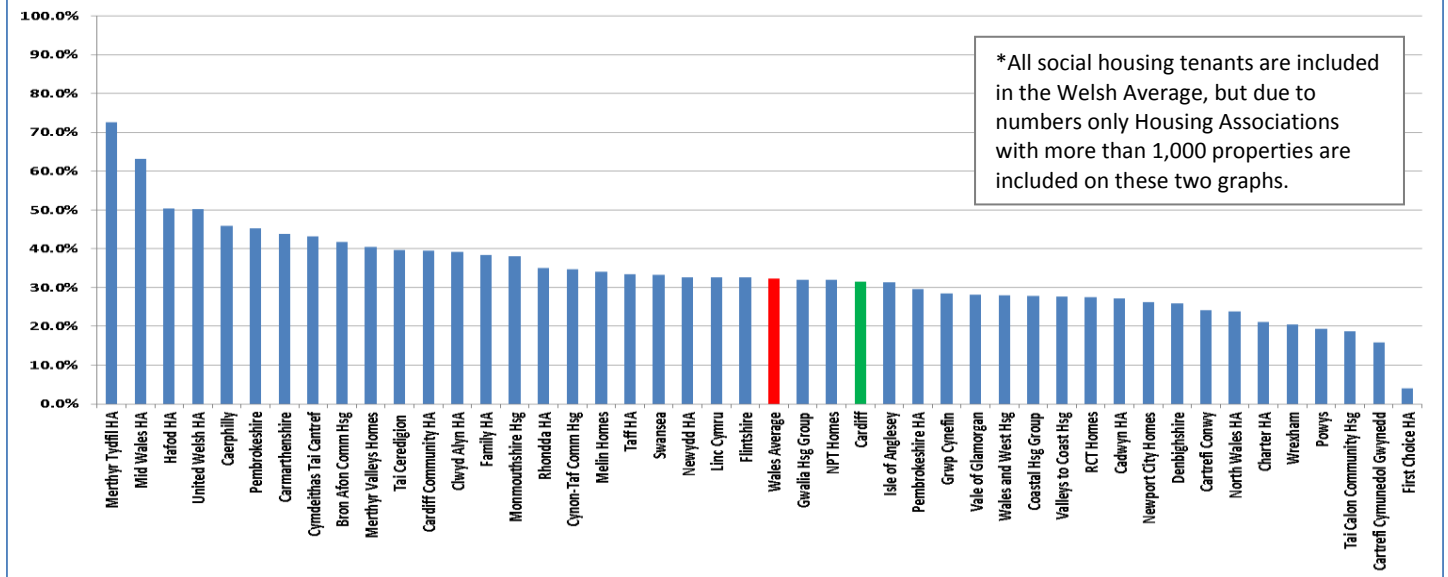


Over the 10 year period, rent arrears have averaged 1.53%. As stated in the report, the Welfare Reform changes have not impacted arrears as much as anticipated due to the proactive way Cardiff has managed this. Cardiff's approach was commended recently in the Auditor General for Wales' ["Managing the Impact of Welfare Reform Changes on Social Housing Tenants in Wales Report"](#)

Unfortunately, Welsh Government stopped collecting

the above Performance Indicator as such benchmarking it not possible. However, all social housing providers return percentage of their tenants who are in arrears and then also the percentage of the tenants that are in excess of 13 weeks. The results for 2013/14 were recently released and are displayed below.

Percentage of Tenants in Rent Arrears 2013/14



*All social housing tenants are included in the Welsh Average, but due to numbers only Housing Associations with more than 1,000 properties are included on these two graphs.

Percentage of Tenants in Rent Arrears over 13 weeks 2013/14

