

Report of the Chief Executive

RENT PAYMENT METHODS1. Purpose of report

To inform the group of additional payment options available to Broxtowe Borough Council.

2. Background

Broxtowe Borough Councils Income Collection Policy was approved by the Housing Committee on 18 September 2019. One of the aims and objectives of the policy is to provide a range of options for tenants to pay their rent.

3. Detail

Tenants are currently able to pay their rent via direct debit, standing order, cash or by bank card (online or over the telephone). Whilst payments made online and via standing order are the most popular method they do not meet all tenants' requirements.

An alternative payment option is being considered, which will enable tenants to pay their rent via a card at a network of local shops, which offer extended opening hours. Meetings have been held with two existing suppliers about the services they are able to offer.

Further information about the current payment options and service available are available at appendix 1.

An equality impact assessment is included as appendix 2.

4. Financial Implications

This project and associated budget will be included within the 2020/21 Housing Business Plan. Any new service will be procured through a procurement framework which will include both quality and cost elements.

Recommendation

The Committee is asked to NOTE the progress being made to offer an increased number of payment methods.

Background papers

Nil