

## KLOE income management

Reviewed June 08 – David Clarke and Tony Castell

<b>KLOE : HOUSING INCOME MANAGEMENT</b>		
<b>Key Line of Enquiry</b>	<b>Self Assessment</b>	<b>Comment</b>
Access, customer care and user focus	Fair	Key issues are -direct debit -information to homeowners -no service standards yet
Diversity	Fair/Good	
Rent and service charge accounting and collection	Good	Excellence can be achieved with work in hand to -update rent setting leaflet -account separately for court costs
Current and former tenant arrears recovery	Fair/Good	Good in many areas but work needed on approaches to vulnerable residents.
Debt advice	Fair	Focus needs to change to providing advice before, not after, the event.
Value for money	Fair	Performance, old debts, good, but procurement and involvement of service users less so.
<b>Overall</b>	<b>Fair/Good</b>	