

## ACTION BEING TAKEN BY SERVICES

Service	Total Outstanding Debt (over 90 days old)	Debt to be Written Off	Refer(red) to Debt Collection Agents	Refer(red) for Legal recovery	Debt still being pursued	Payment Received / Instalment Agreed	Other Action / Reasons
	£	£	£	£	£	£	£
Health & Housing	5,923		2,355		3,015	553	
Health & Housing - Salt Ayre	425	1			424		
Regeneration and Policy	9,328				3,900	5,428	
Regeneration and Policy (Building Control)	386			297	89		
Environmental Services	85,031	32	898	8,368	25,743	49,989	
Property Services	235,905		4,906	64,493	48,290	118,215	
Governance	3,277				3,277		
Housing Benefits	1,328,939	142		13,274		1,178,282	137,241 *
<b>Total Outstanding</b>	<b>1,669,214</b>	<b>176</b>	<b>8,160</b>	<b>86,432</b>	<b>84,739</b>	<b>1,352,466</b>	<b>137,241</b>

**\* Actions relating to Housing Benefit Debt**

**Appeals** - where an appeal has been made against the creation of an overpayment & recovery has been suspended pending the outcome of the appeal

**Bankruptcy** - where a debtor has been made bankrupt & recovery of the debt is suspended until the bankruptcy has been discharged

**Claim Pending** - where a claim for Housing Benefit (HB) has not yet been determined & there is prospect of recovery from ongoing HB

**First Reminder** - where no agreement has been made to repay the debt & reminder invoice is issued

**Second Reminder** - where no agreement has been made to repay the debt & a reminder letter is issued

**Instalment Warning** - where an instalment as per an agreement has not been made & a reminder letter is issued

**Instalment Termination** - where instalments as per an agreement have not been made & the agreement has been terminated & a termination letter issued