

**Table 107 Loan support for mortgage interest payments caseload**

*Numbers in caseload*

	2018	2019	2020
<b>Claimants eligible for SMI</b>			
Letter sent and contact by phone completed	72,000	102,000	102,000
Letter sent and contact attempted by phone	27,000	300	200
Letter sent, no contact attempted by phone	4,000	10	10
<b>Total</b>	<b>103,000</b>	<b>102,000</b>	<b>103,000</b>
<b>Of claimants where contact completed</b>			
Declined the loan	42,000	79,000	79,000
Undecided on intention	11,000	2,000	2,000
Accepted or intending to accept a loan	20,000	21,000	22,000
<b>Total</b>	<b>76,000</b>	<b>102,000</b>	<b>102,000</b>
<b>Of those claimants who accepted or are intending to accept a loan</b>			
Signed and returned agreement to an SMI loan	12,000	20,000	21,000
Agreed in principle to an SMI loan	8,000	2,000	1,000
<b>Total</b>	<b>20,000</b>	<b>21,000</b>	<b>22,000</b>

Source: DWP management information and NI Department for Communities.

- Notes:
1. Figures may not sum to totals due to rounding by DWP and based on figures for the month of May.
  2. Claimants eligible for SMI excludes universal credit claimants that have become eligible for SMI following the conversion to a loan.
  3. Claimants where 'contact completed' have been offered a loan by phone, responded to an SMI loan offer made by post attempted or have been unresponsive to contact.
  4. 'Declined the loan' includes claimants offered a loan but failed to respond to the offer within at least 6 weeks, claimants that have been unresponsive to contact attempted and claimants that did not return a loan agreement having initially intended to accept a loan.
  5. This was table 105c in the 2020 edition of the *Review*.