

HIGHLAND COUNCIL

Committee: Lochaber Committee

Date: 11 April 2018

Report Title: Housing Performance Report – 1 April 2017 to 31 December 2017

Report By: Director of Community Services

1 Purpose/Executive Summary

1.1 This report provides information on how the Housing Section performed in relation to Scottish Social Housing Charter and other performance indicators up to 31 December 2017.

2 Recommendations

2.1 Members are invited to consider the information provided on housing performance for the period 1 April 2017 to 31 December 2017.

3 Background

- 3.1 The Scottish Housing Regulator (SHR) has set out the performance indicators that it will use in its scrutiny of landlords.
- 3.2 This report provides key performance information based on the reporting framework recommended by the SHR. Information on other performance indicators for housing management is presented in tabular format at **Appendix 1**.
- 3.3 Further performance information by Council Ward can be found on the Highland Council Intranet ward reporting pages.
http://www.highland.gov.uk/staffsite/info/13/members_intranet/37/ward_reporting/2
- 3.4 In accordance with the Scottish Social Housing Charter guidance, the Repairs, Tenancy Management and Rent Arrears figures are cumulative, while the Homeless Presentations figures are given for each separate quarter.
- 3.5 Scottish Quality Network (SQN) benchmark information, derived from the performance of all Scottish Landlords, has also been provided where available.

4 Repairs

- 4.1 The key indicators for measuring repairs performance are considered to be the average time taken to complete Emergency repairs and Non-emergency repairs.
- 4.2 The average length of time taken to complete Emergency repairs is calculated in hours.
- 4.3 Performance in Lochaber is within the 14 hour target and has improved compared to quarter 3 2016/17.

4.4 **Table 1: Average length of time taken to complete emergency repairs (hours)**
Target 14 hours
2016/17 SQN Benchmark – 4.6 hours

| | No of Houses | 2014/15 | 2015/16 | | | | 2016/17 | | | | 2017/18 | | |
|-------------------------------|--------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|
| | | Q4 | Q1 | Q2 | Q3 | Q4 | Q1 | Q2 | Q3 | Q4 | Q1 | Q2 | Q3 |
| Caol and Mallaig | 509 | 10.9 | 6.7 | 7.1 | 7.6 | 7.9 | 7.9 | 14.1 | 10.6 | 8.4 | 6.3 | 7.6 | 7.8 |
| Fort William and Ardnamurchan | 820 | 13.7 | 7.1 | 6.8 | 7.7 | 8.8 | 10.1 | 7.7 | 7.1 | 7.0 | 5.3 | 4.7 | 7.0 |
| Highland | 13923 | 9.1 | 6.2 | 6.9 | 7.1 | 7.9 | 6.6 | 7.2 | 6.9 | 6.9 | 6.4 | 6.3 | 6.7 |

- 4.5 Non-emergency repairs are measured in working days.

4.6 **Table 2: Average length of time taken to complete non-emergency repairs (days)**
Target 8 days
2016/17 SQN Benchmark – 7.0 days

| | No of Houses | 2014/15 | 2015/16 | | | | 2016/17 | | | | 2017/18 | | |
|-------------------------------|--------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|
| | | Q4 | Q1 | Q2 | Q3 | Q4 | Q1 | Q2 | Q3 | Q4 | Q1 | Q2 | Q3 |
| Caol and Mallaig | 509 | 7.4 | 6.7 | 6.9 | 6.8 | 6.8 | 5.8 | 6.2 | 6.6 | 6.8 | 6.0 | 4.7 | 7.4 |
| Fort William and Ardnamurchan | 820 | 7.1 | 7.2 | 6.7 | 6.5 | 6.6 | 5.4 | 5.3 | 5.7 | 5.7 | 5.4 | 4.4 | 6.1 |
| Highland | 13923 | 7.3 | 7.1 | 7.3 | 7.5 | 7.5 | 6.6 | 6.9 | 6.9 | 6.8 | 7.6 | 7.3 | 7.9 |

- 4.7 Performance continues to be within the 8 day target and is better than the Highland wide figure.
- 4.8 In gathering the information for repairs indicators, we do not include instances where we have been unable to gain access to properties. This is in accordance with the Scottish Social Housing Charter guidance.

5 Tenancy Management

- 5.1 The chart below provides information on the average re-let time showing the trend back three years and highlighting the same quarter in previous years for comparison.

5.2 **Table 3 : Average re-let time (days) Target 35 days
2016/17 SQN Benchmark – 31.8 days**

| | No of Houses | No of relets | 2015/16 Q3 | 2016/17 Q3 | 2017/18 Q3 |
|-------------------------------|--------------|--------------|--------------|--------------|--------------|
| Caol and Mallaig | 509 | 32 | 27.60 | 25.05 | 29.91 |
| Fort William and Ardnamurchan | 820 | 72 | 34.58 | 29.94 | 36.22 |
| Highland | 13923 | 956 | 49.28 | 41.53 | 39.97 |

- 5.3 Table 3 shows a reduction in performance in re-let times compared with Q3 2016/17. There were 39 void properties in the quarter, 6 exceeded the 35 day re-let target. Of these 3 properties were delayed as a result of the offer being refused and the properties having to be re-allocated and 3 properties due to the extent of repairs required to bring them up to a lettable standard.

6 Rent Arrears

- 6.1 A key indicator for rent arrears is considered to be the value of current rent arrears. The table below shows the comparative figure for the same quarter in the previous three years.

6.2 **Table 4 – Current Rent Arrears**

| | No of Houses | 2015/16 Q3 | 2016/17 Q3 | 2017/18 Q3 |
|-------------------------------|--------------|------------|------------|------------|
| Caol and Mallaig | 509 | 34486 | 28916 | 58794 |
| Fort William and Ardnamurchan | 820 | 111582 | 99027 | 147087 |

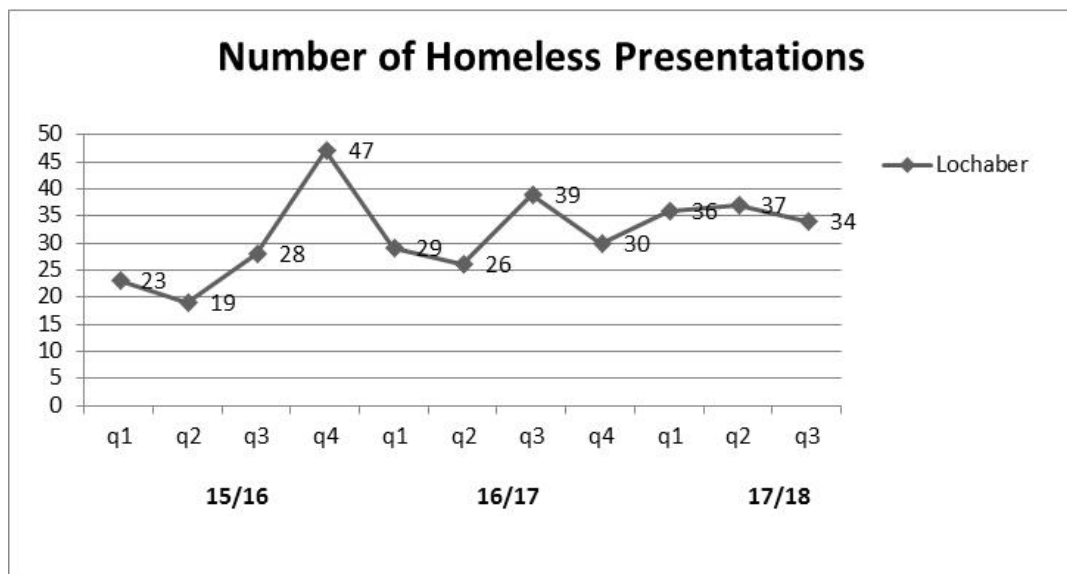
- 6.3 Rent arrears have increased across both Lochaber Wards. The continued roll out of Universal Credit is contributing to the increase in rent arrears. The Lochaber performance reflects the Highland wide trend. The table below provides a year on year comparison for Universal Credit cases in Lochaber. The area team will continue to prioritise rent arrears.

| Year | Total UC Cases | No in arrears | Total Arrears | Average Rent Arrear |
|---------|----------------|---------------|---------------|---------------------|
| 2016/17 | 32 | 23 | £14,333 | £623 |
| 2017/18 | 144 | 104 | £84,626 | £813 |

7 Homelessness

- 7.1 Performance information on homelessness is not collected as part of the Scottish Social Housing Charter return, however a number of indicators have been agreed for reporting to Local Committees.
- 7.2 Table 5 shows the number of homeless presentations received by Lochaber charting the same quarter in previous years.
- 7.3 There were 236 presentations across Highland at the end of Quarter 3 2017, 34 homeless presentations were in Lochaber.

7.4 Table 5 - Homeless presentations



8 Implications

- 8.1 Resource – There are no resource implications arising from this report.
- 8.2 Legal - There are no legal implications arising from this report.
- 8.3 Community (Equality, Poverty and Rural) - There are no equality implications arising from this report.
- 8.4 Climate Change / Carbon Clever - There are no climate change/Carbon Clever implications arising from this report.
- 8.5 Risk – Risk is managed through regular review and reporting to allow corrective action to be taken if necessary.
- 8.6 Gaelic - There are no Gaelic implications arising from this report.

Designation: Director of Community Services

Date: 11 April 2018

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Background Papers: Scottish Housing Regulator: The Scottish Social Housing
Charter: Indicators and Context Information

Appendix 1

| SPI 17/18 | 17/18 | Scottish Average | Target | 2017/18 | | | 2016/17 | |
|--|-------|------------------|--------|---------|-------|--------|---------|--------|
| | | | | Qtr 3 | Qtr 2 | Qtr 1 | Qtr 4 | Qtr 3 |
| Reactive repairs carried out first time - Lochaber | GREEN | 90.7 | 92 | 97.60 | 97.01 | 96.46 | 96.11 | 96.41 |
| Repairs appointments kept - Lochaber | AMBER | 95.9 | 95 | 87.47 | 88.59 | 87.17 | 85.56 | 85.71 |
| Rent collected as % of rent due - Lochaber | GREEN | 99.6 | 99 | 96.97 | 97.47 | 102.58 | 99.72 | 100.07 |
| Gross rent arrears as % of rent due - Lochaber | AMBER | 5.1 | 5 | 5.73 | 5.88 | 5.25 | 4.90 | 4.76 |
| % rent loss through voids - Lochaber | GREEN | 0.9 | 1 | 1.03 | 1.23 | 1.80 | 0.77 | 0.85 |
| ASB Cases reported and resolved - Lochaber | GREEN | 87.2 | 85 | 90.91 | 83.33 | 15.38 | 57.00 | 65.28 |
| % of new tenancies sustained for more than a year - Lochaber | GREEN | 88.8 | 90 | 88.28 | 86.81 | 90.29 | 90.00 | 89.03 |
| Tenancy offers refused - Lochaber | AMBER | 36.3 | 38 | 38.79 | 36.94 | 36.84 | 44.64 | 35.92 |
| % of lettable houses becoming vacant Lochaber | AMBER | 8.5 | 8.9 | 11.06 | 10.14 | 9.80 | 9.87 | 6.60 |
| % households requiring temporary emergency accommodation who receive an offer Lochaber | | | 100 | 100 | 100 | 100 | 100 | 100 |
| Average time in temporary emergency accommodation Lochaber | | | | 14.36 | 14.10 | 14.83 | 14.61 | 14.87 |