

Agenda Item	7
Report No	N/04/19

## HIGHLAND COUNCIL

**Committee:** Nairnshire Committee

**Date:** 13 March 2019

**Report Title:** Housing Performance Report – 1 April to 31 December 2018

**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 2018.

### **2 Recommendations**

- 2.1 Members are invited to note the information provided on housing performance for the period 1 April 2018 to 31 December 2018.

### 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](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 the Nairn area is within the 14 hour target and is much better than both the Highland average and performance among Registered Social Landlords nationally.

- 4.4 **Table 1: Average length of time taken to complete emergency repairs (hours)**  
**Target 14 hours**  
**2017/18 SHN Benchmark (Group) – 5.3 hours**

	No of Houses	2016/17				2017/18				2018/19		
		Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Nairn & Cawdor	685	2.8	3.1	3.1	2.9	3.4	3.4	3.2	3.0	2.6	2.8	2.6
Highland	13973	6.6	7.2	6.9	6.9	6.4	6.3	6.7	6.4	7.6	8.3	6.4

- 4.5 Non-emergency repairs are measured in working days. Emergency repairs are consistently within the 14 hour target.

- 4.6 **Table 2: Average length of time taken to complete non-emergency repairs (days)**  
**Target 8 days**  
**2017/18 SHN Benchmark (Group) – 6.9 days**

	No of Houses	2016/17				2017/18				2018/19		
		Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Nairn & Cawdor	685	3.4	3.7	3.7	3.6	3.1	3.6	3.7	3.4	3.5	3.5	3.3
Highland	13973	6.6	6.9	6.9	6.8	7.6	7.3	7.9	7.4	8.0	7.6	7.5

- 4.7 In relation to non-emergency repairs performance in Nairn consistently within the 8 day target and better than both the Highland average and performance among Registered Social Landlords nationally.

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  
2017/18 SHN Benchmark (Group) – 38.2 days**

	No of Houses	No of relets	2016/17 Q3	2017/18 Q3	2018/19 Q3
Nairn & Cawdor	685	50	46.71	34.67	27.9
<b>Highland</b>	<b>14060</b>	<b>987</b>	<b>41.53</b>	<b>39.97</b>	<b>31.48</b>

5.3 Table 3 shows that re-let times in Nairn are below the 35 day target and better than the Highland wide average of 31.48 days. The average time to re-let void properties has improved compared to quarter 3 in the previous year.

## 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. The Highland wide current arrears figure is £2,356,981

6.2 **Table 4 – Current Rent Arrears**

	No of Houses	2016/17 Q3	2017/18 Q3	2018/19 Q3
Nairn & Cawdor	685	80267	70724	82333

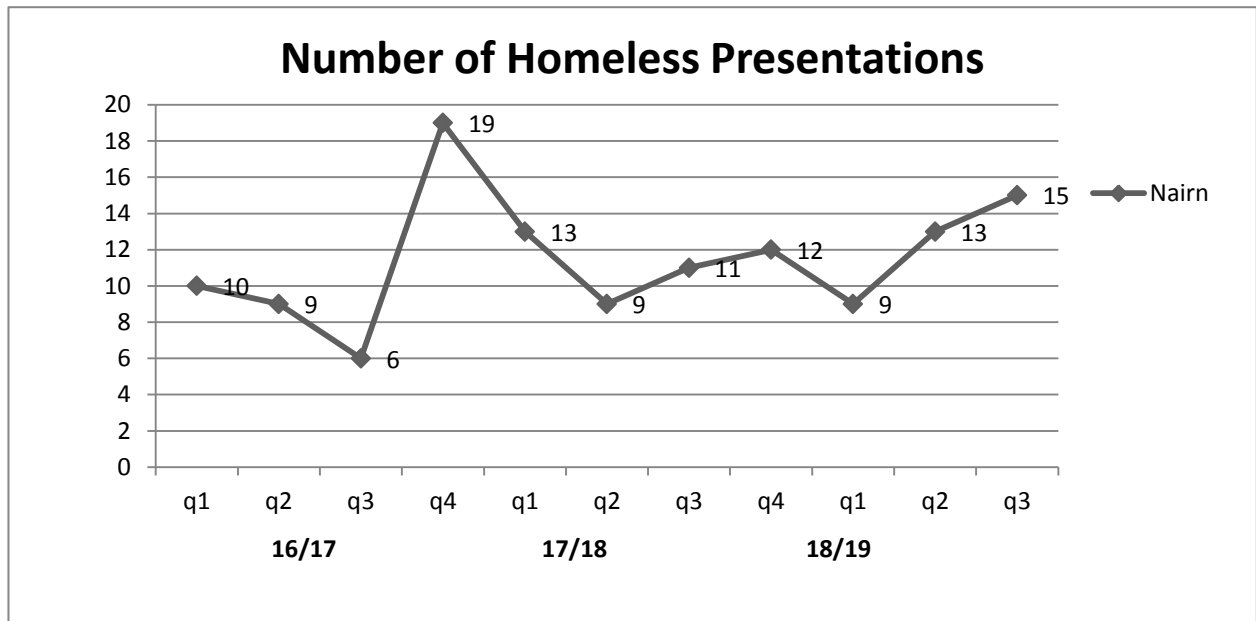
6.3 There has been an increase in rent arrears compared to Quarter 3 2017/18. Most of the increase is accounted for in delayed Universal Credit payments due on 28 December 2018 which were processed on 7 January 2019. The delayed payments amounted to £11,707.60 for Nairn.

## 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 in Nairn quarterly in previous years.

7.3 There were 258 presentations across Highland at the end of Quarter 3, 31 December 2018. Fifteen homeless presentations were in Nairn. There is no single reason for an increase in presentations in the quarter, this is demand led. The service does monitor homeless trends.

**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: 28 February 2019

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

Appendix 1

SPI 18/19	18/19	Scottish Average	Target	2018/19			2017/18	
				Qtr 3	Qtr 2	Qtr 1	Qtr 4	Qtr 3
Reactive repairs carried out first time - Nairn	GREEN	92.23	92	100.00	100.00	100.00	99.06	99.17
Rent collected as % of rent due - Nairn	GREEN	99.38	99	99.06	98.70	99.46	99.40	99.51
Gross rent arrears as % of rent due - Nairn	GREEN	5.41	5	4.68	4.52	4.12	3.45	3.48
% rent loss through voids - Nairn	GREEN	0.85	1	0.8	1.10	1.17	0.60	0.66
% of new tenancies sustained for more than a year - Nairn	GREEN	88.66	90	94.00	95.24	94.20	95.31	90.63
Tenancy offers refused - Nairn	GREEN	35.86	38	22.9	21.74	15.38	16.67	16.13
% of lettable houses becoming vacant Nairn	GREEN	8.56	8.9	5.84	5.55	6.46	5.00	7.35
% households requiring temporary/emergency accommodation who receive an offer - Nairn	GREEN		100	100	100	100	100	100
Ave time in temporary/emergency accommodation Nairn (weeks)				29.82	24.50	20.04	22.55	22.43