

Agenda Item	5
Report No	N/22/19

HIGHLAND COUNCIL

Committee: Nairnshire Committee

Date: 27 November 2019

Report Title: Housing Performance Report – 1 April 2019 to 30 September 2019

Report By: Executive Chief Officer Customer and Communities

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 30 September 2019.

2 Recommendations

- 2.1 Members are invited to consider the information provided on housing performance in the period 1 April 2019 to 30 September 2019.

3 Implications

- 3.1 Resource - There are no resource implications arising from this report.
- 3.2 Legal - There are no legal implications arising from this report.
- 3.3 Community (Equality, Poverty and Rural) - There are no equality implications arising from this report.
- 3.4 Climate Change/Carbon Clever - There are no climate change/Carbon Clever implications arising from this report.
- 3.5 Risk - Risk is managed through regular review and reporting to allow corrective action to be taken if necessary.
- 3.6 Gaelic - There are no Gaelic implications arising from this report.

4 Background

- 4.1 The Scottish Housing Regulator (SHR) has set out the performance indicators that it will use in its scrutiny of landlords.
- 4.2 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**.
- 4.3 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
- 4.4 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.
- 4.5 Scottish Housing Network (SHN) benchmark information, derived from the performance of all Scottish Landlords, has also been provided where available.

5. Repairs

- 5.1 The key indicators for measuring repairs performance are considered to be the average time taken to complete Emergency repairs and Non-emergency repairs.
- 5.2 The average length of time taken to complete Emergency repairs is calculated in hours.
- 5.3 **Table 1: Average length of time taken to complete emergency repairs (hours)**
Target 14 hours
2018/19 SHN Benchmark (Group) – 4.91 hours

EME	No of Houses	2018/19				2019/20	
		Q1	Q2	Q3	Q4	Q1	Q2
Nairn & Cawdor	686	2.6	2.8	2.6	2.8	3.8	3.7
Highland	14152	7.6	8.3	6.4	6.4	4.7	4.8

- 5.4 Emergency repairs performance in Nairn remains within the Highland target and ahead of the Highland average.
- 5.5 Non-emergency repairs are measured in working days.
- 5.6 **Table 2: Average length of time taken to complete non-emergency repairs (days)**
Target 8 days
2018/19 SHN Benchmark (Group) – 6.64 days

NON-EME	No of Houses	2018/19				2019/20	
		Q1	Q2	Q3	Q4	Q1	Q2
Nairn & Cawdor	686	3.5	3.5	3.3	3.2	4.0	3.9
Highland	14152	8.0	7.6	7.5	7.2	5.1	4.8

- 5.7 Non-emergency repairs performance remains within the Highland target and ahead of the Highland average.
- 5.8 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.

6 Tenancy Management

- 6.1 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.

6.2 **Table 3 : Average re-let time (days) Target 35 days
2018/19 SHN Benchmark (Group) – 39.64 days**

Avg relet time	No of Houses	No of relets	2018/19				2019/20	
			Q1	Q2	Q3	Q4	Q1	Q2
Nairn & Cawdor	686	23	25.19	34.08	27.9	36.53	25.22	47.59
Highland	14152	644	39.07	39.43	31.48	39.91	36.00	34.60

- 6.3 The average time to relet properties in Nairn is over the performance target of 35 days. There were 4 sheltered housing properties relet within the period which is a higher proportion than usual. Allocating these properties generally takes longer than a standard allocation as the pool of applicants is smaller and requires more careful matching. Two other properties had extended void periods due to requiring unexpected repairs to plumbing and electrics after issues were identified during void works.

7 Rent Arrears

- 7.1 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.

7.2 **Table 4 – Current Rent Arrears**

Rent arrears	No of Houses	2018/19				2019/20	
		Q1	Q2	Q3	Q4	Q1	Q2
Nairn & Cawdor	686	69425	82692	82333	75598	69999	84050

- 7.3 Rent arrears for quarter 2 in Nairn has increased. This matches the overall trend for Highland. The reason for the increase in rent arrears is due to the payment run for Universal Credit (UC) claimants falling just after the reporting date of 30 September and the timing of the Direct Debit payment for rent arrears which was received after 30 September. This is consistent in Quarter 2 in previous years.

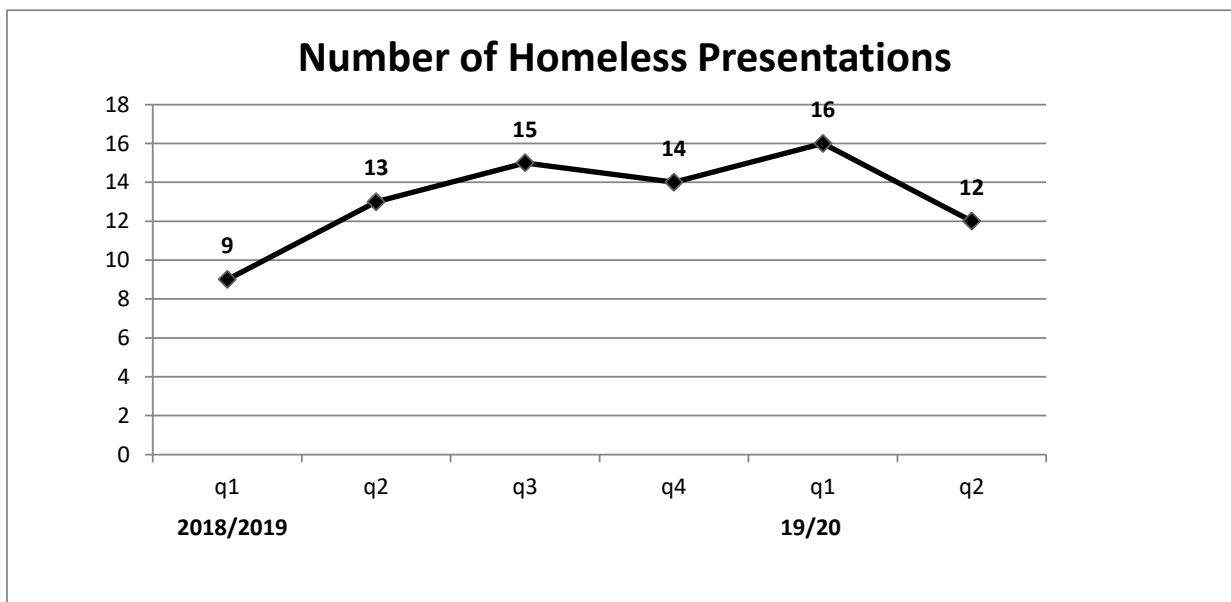
8 Homelessness

- 8.1 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.

8.2 Table 5 shows the number of homeless presentations received.

8.3 There were 285 presentations across Highland at the end of Q2 2019.

8.4 **Table 5 - Homeless presentations**



8.5 There were 12 households who presented as homeless in Nairn in quarter 2, which was lower than the previous quarter but generally within the overall trend of the previous 12 months. Single bedroom accommodation is in the greatest demand for households presenting as homeless. Reasons for homelessness vary between affordability, overcrowding and relationship breakdowns with no particular issue standing out.

9 HRA Capital programme

An update on the HRA Capital Programme has been provided separately to Members and will be presented through attendance at ward business meetings. Henceforth, updates on the 2019-20 HRA Capital Programme, along with an update on environmental capital projects, will be provided to the Committee.

Designation: Executive Chief Officer Customer and Communities

Date: 6 November 2019

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

APPENDIX 1

SPI 19/20	19/20	Scottish Average	Target	2019/20		2018/19			
				Qtr2	Qtr1	Qtr 4	Qtr 3	Qtr 2	Qtr 1
Reactive repairs carried out first time - Nairn	GREEN	92.23	92	98.67	97.65	100	100	100	100
Rent collected as % of rent due - Nairn	AMBER	99.38	99	98.78	100.86	99.50	99.06	98.70	99.46
Gross rent arrears as % of rent due - Nairn	GREEN	5.41	5	4.68	4.08	4.37	4.68	4.52	4.12
% rent loss through voids - Nairn	GREEN	0.85	1	0.76	0.93	0.74	0.82	1.10	1.17
% of new tenancies sustained for more than a year - Nairn	GREEN	88.66	90	90.48	92.68	89.19	94.00	95.24	94.20
Tenancy offers refused - Nairn	GREEN	35.86	38	6.25	0.00	18.60	22.86	21.74	15.38
% of lettable houses becoming vacant Nairn	GREEN	8.56	8.9	5.10	5.83	6.56	5.84	5.55	6.46
% households requiring temporary emergency accommodation who receive offer Nairn	GREEN		100	100	100	100	100	100	100
Average time in temporary emergency accommodation Nairn (weeks)				34.00	35.60	33.30	29.80	24.50	20.00