

Agenda Item	13
Report No	LA/9/20

## HIGHLAND COUNCIL

**Committee:** Lochaber Committee

**Date:** 19 February 2020

**Report Title:** Housing Performance Report – 1 April 2019 to 31 December 2019

**Report By:** Executive Chief Officer – Property and Housing

### 1 Purpose/Executive Summary

- 1.1 This report provides information on how the Housing Service performed in relation to Scottish Social Housing Charter and other performance indicators up to 31 December 2019.

### 2 Recommendations

- 2.1 Members are invited to consider the information provided on housing performance in the period 1 April 2019 to 31 December 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](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**

WARD	NO OF HOUSES	2018/19				2019/20		
		Q1	Q2	Q3	Q4	Q1	Q2	Q3
Caol and Mallaig	533	10.60	6.90	6.50	6.00	3.30	3.20	4.62
Fort William and Ardnamurchan	831	9.60	6.80	6.60	5.80	3.60	3.50	4.07
Highland	14162	7.60	8.30	6.40	6.40	4.70	4.80	5.33

- 5.4 Performance in both Wards in Lochaber is within the 14-hour target and better than the Highland wide 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**

		2018/19				2019/20		
WARD	NO OF HOUSES	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Caol and Mallaig	533	7.90	7.90	7.90	7.30	4.60	4.20	4.68
Fort William and Ardnamurchan	831	8.60	8.10	7.50	6.60	4.60	4.00	4.51
Highland	14162	8.00	7.60	7.50	7.20	5.10	4.80	4.98

5.7 Performance in both Wards in Lochaber is within the 8-day target and better than the Highland wide 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 two years and highlighting the same quarter in previous year for comparison.

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

		2018/19				2019/20			
WARD	NO OF HOUSES	NO OF RELETS	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Caol and Mallaig	533	23	17.90	22.69	22.35	21.77	21.71	16.80	18.52
Fort William and Ardnamurchan	831	53	29.09	26.05	23.68	27.13	27.33	24.26	23.98
Highland	14162	769	39.07	39.43	31.48	39.91	36.00	34.60	32.89

6.3 Performance in both Wards in Lochaber is within the 35-day target and better than the Highland wide average.

## 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 two years.

7.2 **Table 4 – Current Rent Arrears**

		2018/19				2019/20		
WARD	NO OF HOUSES	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Caol and Mallaig	533	68672	83755	88486	84596	69759	81266	82142
Fort William and Ardnamurchan	831	168633	194566	187839	152314	153592	180612	163115

7.3 There is a slight increase in rent arrears in Ward 11 compared to Quarter 2, 2019/20. Performance across both wards has improved compared to Quarter 3 in the previous year. The Lochaber team continue to deal with rent arrears as a priority.

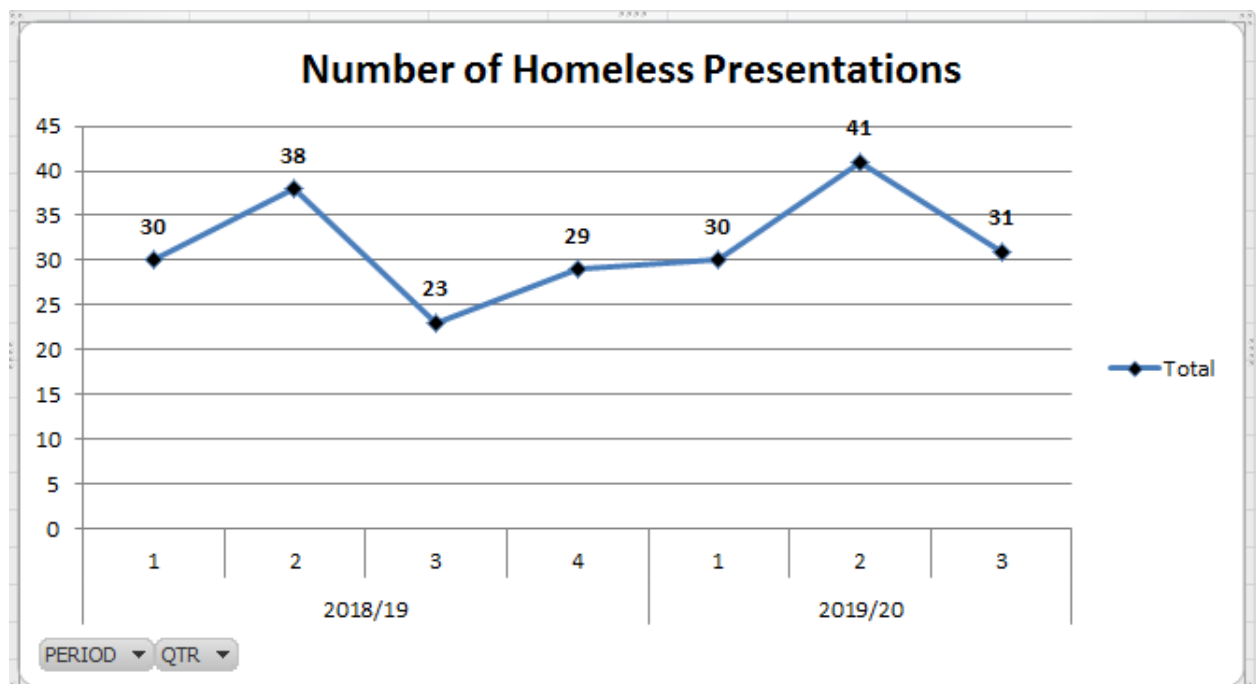
## 8 Homelessness

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 243 presentations across Highland at the end of Q3 2019. 31 Homeless presentations were in Lochaber.

8.4 **Table 5 - Homeless presentations**



## 9 HRA Capital Programme

9.1 Appendix 2 provides an update on the 2019-20 HRA Capital Programme for Lochaber to end Dec 2020.

9.2 The HRA Capital Programme 2019-2021 was approved by Lochaber Area Committee on 30 August 2018. Members are updated on the present financial year programme of 2019-20 and are advised that preparatory works will be carried out on 2020-21 contracts.

9.3 Where works have yet to commence on the 2019-20 programme tenant engagement is continuing through Tenant Liaison Officers and the local housing team.

9.4 Members are advised of a delay to the current year roofing programme due to the returned tenders being over budget. Likelihood that project will be delivered through Building Maintenance in following financial year.

9.4 Members previously agreed to an amendment to the present programme in relation to a heating project for the Plantation area. This project was the subject of a joint bid with the Energy Team to the Warmer Homes Fund, however we still await the outcome of the funding bid and anticipate this over the coming weeks. If the funding bid is not successful then a reduced project will be initiated immediately through Project Management, with the remaining properties programmed within the following phase of capital programming.

Designation: Executive Chief Officer – Property and Housing

Date: 19 February 2020

Author: Sandra MacLennan, Housing Manager (South)

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	
				Qtr3	Qtr2	Qtr1	Qtr 4	Qtr 3
Reactive repairs carried out first time - Lochaber	GREEN	92.23	92	95.35	96.11	96.29	94.92	92.98
Repairs appointments kept - Lochaber	RED	95.45	95	88.92	90.26	92.09	90.54	89.96
Rent collected as % of rent due - Lochaber	GREEN	99.38	99	99.84	97.25	99.82	98.88	97.72
Gross rent arrears as % of rent due - Lochaber	AMBER	5.41	5	6.54	6.86	6.23	7.08	7.74
% rent loss through voids - Lochaber	GREEN	0.85	1	0.53	0.47	0.54	0.52	0.60
% of new tenancies sustained for more than a year - Lochaber	AMBER	88.66	90	87.60	88.15	92.36	93.92	92.31
Tenancy offers refused - Lochaber	GREEN	35.86	38	32.48	41.56	38.24	28.00	27.84
% of lettable houses becoming vacant - Lochaber	AMBER	8.56	8.9	9.82	7.11	6.93	6.56	6.79
% households requiring temporary emergency accommodation who receive offer - Lochaber			100	100	100	100	100	100
Ave time in temporary emergency accommodation - Lochaber				30.95	22.29	23.88	22.57	19.80

Project Title	Number of houses	Total budget 2019/20	Spend in current year to date	Estimated outturn 2019/20	Additional Comments	RAG rating
<b>EQUIPMENT &amp; ADAPTATIONS</b>						
Equipment & adaptations Lochaber (BM)	On demand	£97,000	£97,549	£147,000	Works progressed on demand following referrals from Occupational Therapists. Anticipated overspend based on the number of referrals received to date from the Occupational Therapists.	
<b>FREE FROM SERIOUS DISREPAIR</b>						
Roofing Lochaber 19/20	19	£270,000	£8,868	£10,000	Tenders received and were over budget. Alternative route for delivery being assessed in order to provide better value through Building Maintenance. Works anticipated to be completed within following financial year.	
<b>ENERGY EFFICIENCY</b>						
Heating replacements Lochaber (BM)	On demand	£200,000	£92,559	£150,000	One off heating failures in across Lochaber area. Works carried out on demand through Building Maintenance. Present failure rate suggests likely underspend.	
CSH19055 Heating Lochaber 19/20 (PM)	36	£291,000	£46,367	£120,000	Survey and design works completed. Tenders returned significantly higher than anticipated resulting in delays in delivery. Alternative routes for delivery being progressed in order to provide best value.	
<b>MODERN FACILITIES &amp; SERVICES</b>						
Bathroom/kitchen/window replacement Lochaber (BM)	On demand	£160,000	£113,972	£130,000	Works being carried out on demand through Building Maintenance.	
<b>HEALTHY, SAFE &amp; SECURE</b>						
Rewiring Lochaber 19/20 (PM)	16	£130,000	£1,161	£130,000	Works now on site. Anticipated completion early in next financial year.	

<b>STRUCTURAL &amp; ENVIRONMENTAL</b>						
External fabric Lochaber	n/a	£97,060	£84,202	£140,698	Works being carried out through Building Maintenance. Works to fascias, soffits, external fabric and roofing in Lochaber area. Overspend due to required emergency roofing works.	
Environmental improvements Ward 11	n/a	£25,669	£17,262	£25,669	Member led budget. Projects identified through 'rate your estate' walk arounds and through discuss with tenants and tenant groups.	
Environmental improvements Ward 21	n/a	£40,492	£2,122	£2,122	Member led budget. Projects identified through 'rate your estate' walk arounds and through discuss with tenants and tenant groups. Continued discussion with Members regarding priority projects which have been identified and budget balance carried forward into following financial year.	