HIGHLAND COUNCIL

Committee: **Nairnshire Committee**

Date: **16 September 2020**

Report Title: **Housing Performance Report – 1 April 2020 to 30 June 2020**

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

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 June 2020.

2   Recommendations

2.1   Members are invited to consider the information provided on housing performance in the period 1 April 2020 to 30 June 2020.

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 | | | | 2020/21 |
		Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
Nairn & Cawdor	688	2.6	2.8	2.6	2.8	3.8	3.7	3.7	3.8	8.2
Highland	14191	7.6	8.3	6.4	6.4	4.7	4.8	5.3	6.0	4.5

5.4 The Housing Repairs Service response during the COVID-19 lockdown period provided a full emergency, high priority and external works service.

5.5 The average response time reported in Nairn for Quarter 1 is 8.2 hours which shows an increase however on reviewing the 113 works orders in the quarter, three have skewed the average reported, this was due to a clerical error raising the works orders. These repairs were attended to within the target dates. If these 3 errors are discounted the average length of time to complete emergency repairs in Nairn would have been 3.8 hours.

5.6 Non-emergency repairs are measured in working days.

5.7   *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				2020/21
		Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
Nairn & Cawdor	688	3.5	3.5	3.3	3.2	4.0	3.9	3.7	3.9	2.9
Highland	14191	8.0	7.6	7.5	7.2	5.1	4.8	5.0	5.3	7.9

5.8   Non-emergency repairs performance remains within the 8 day target and ahead of the Highland average. Non-emergency repairs were impacted by COVID-19 lockdown as the Service priority was on emergency and high priority repairs only.

5.9   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

Avg relet time	No of Houses	No of relets	2018/19				2019/20				2020/21
			Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
Nairn & Cawdor	688	3	25.19	34.08	27.9	36.53	25.22	47.59	39.78	44.69	7.67
Highland	14191	99	39.07	39.43	31.48	39.91	36.00	34.60	32.89	35.77	49.75

6.3   There was one mainstream tenancy let in Quarter 1 2020/21. This is a low number when compared to previous quarters. The low number was due to the suspesion of Council house allocations, this was in line with Scottish Governement guidance. There was also a shift in focus for the Service to converting available void properties into temporary emergency accommodation as part of the COVID-19 emergency response.

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				2020/21
		Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
Nairn & Cawdor	688	69425	82692	82333	75598	69999	84050	71432	92905	115470

7.3   Rent arrears have increased significantly during Quarter 1 2020/21.During the COVID-19 lockdown period we continued to provide a full service in relation to rent arrears but without home visits. The Nairn area team have contacted all tenants in rent arrears using telephone / e-mail / video calls and text messaging and continue to do so. Despite their efforts we are seeing an increase in rent arrears, this is the trend across Highland. There has been an increase in the number of new Universal Credit claimants there were 20 new cases in the quarter in Nairn, which undoubtedly has also had an impact on rent arrears levels.

7.4   The Nairn area team continue to have a focus on rent arrears however it is likely that we will continue see a negative impact on performance for some time due to the increasing number of tenants in rent arrears, the increasing levels of rent arrears and the national moratorium on court action.

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 287 presentations across Highland at the end of Q1 2020, 21 presentations were in Nairn.

8.4   *Table 5 - Homeless presentations*
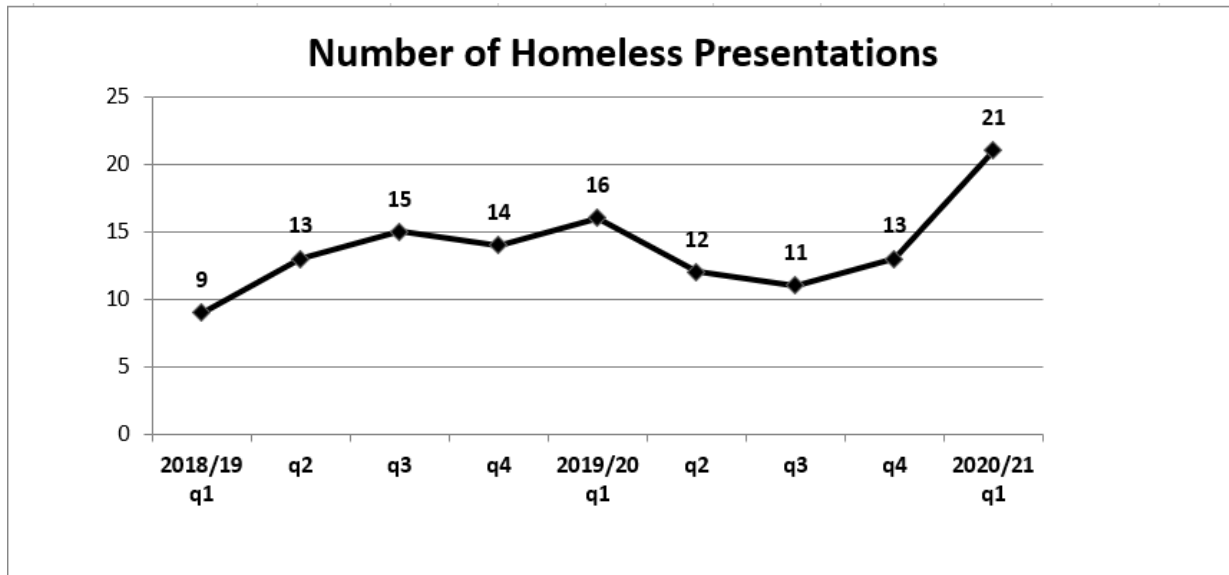
8.5   There were 21 homeless presentations in Nairn in Quarter 1 2020/21 compared with 16 in the previous quarter in the previous year 2019/20. Of the 21 presentations 10 required emergency temporary accommodation, advice and assistance to the remaining 11 cases resolved their potential homlessness. During Quarter 1, the COVID-19 lockdown period, 15 presentations were as a result of relationship breakdown.

Designation: Executive Chief Officer Housing and Property

Date: 31 August 2020

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

SPI 20/21	20/21	Scottish Average	Target	2020/21	2019/20		
				Qtr1	Qtr4	Qtr3	Qtr2
Reactive repairs carried out first time - Nairn	GREEN	92.23	92	99.05	98.97	98.96	98.67
Rent collected as % of rent due - Nairn	AMBER	99.38	99	99.38	98.99	100.78	98.78
Gross rent arrears as % of rent due - Nairn	GREEN	5.41	5	4.98	4.85	4.10	4.68
% rent loss through voids - Nairn	GREEN	0.85	1	0.03	0.61	0.57	0.76
% of new tenancies sustained for more than a year - Nairn	AMBER	88.66	90	87.76	92.45	93.75	90.48
Tenancy offers refused - Nairn	GREEN	35.86	38	0.00	9.68	4.76	6.25
% of lettable houses becoming vacant Nairn	GREEN	8.56	8.9	4.51	4.80	5.10	5.10
% households requiring temporary emergency accommodation who receive an offer Nairn	GREEN		100	100	100	100	100
Average time in temporary emergency accommodation Nairn				35.48	33.31		33.96