

Agenda Item	7
Report No	CIA/28/20

## HIGHLAND COUNCIL

**Committee:** City of Inverness Area Committee

**Date:** 19 November 2020

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

### 2 Recommendations

- 2.1 Members are invited to consider the information provided on housing performance in the period 1 April 2020 to 30 September 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](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	Q2
Aird & Loch Ness	343	4.6	6.5	5.7	5.5	4.5	4.2	4.2	6.3	3.7	6.0
Inverness West	571	5.5	4.9	4.9	4.6	3.7	3.3	4.9	4.7	4.1	3.5
Inverness Central	1914	6.1	5.6	4.8	4.5	3.4	4.0	3.7	3.9	2.9	6.4
Inverness Ness-Side	498	14.6	9.4	3.6	4.4	3.4	3.9	3.4	3.6	3.3	5.9
Inverness Millburn	441	5.8	6.4	5.6	5.1	6.1	5.0	4.3	4.1	2.7	7.1
Culloden & Ardersier	571	3.9	5.1	4.8	4.6	3.1	3.8	3.7	5.1	2.7	3.5
Inverness South	128	2.5	4.5	5.2	5.5	4.2	3.3	2.9	3.8	2.4	3.4
<b>Highland</b>	<b>14287</b>	<b>7.6</b>	<b>8.3</b>	<b>6.4</b>	<b>6.4</b>	<b>4.7</b>	<b>4.8</b>	<b>5.3</b>	<b>6.0</b>	<b>4.5</b>	<b>5.7</b>

- 5.4 Performance is well within the 14 hour target across all the Inverness Wards. Repairs responses during the COVID-19 restriction concentrated on emergency and essential repairs.
- 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				2020/21	
		Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
Aird & Loch Ness	343	6.8	6.4	6.4	6.3	4.5	4.4	4.8	5.3	20.7	17.8
Inverness West	571	7.3	7.7	7.6	7.3	4.6	4.3	4.8	5.4	8.9	18.0
Inverness Central	1914	6.4	6.9	6.8	6.5	4.2	4.0	4.5	4.9	9.6	17.7
Inverness Ness-Side	498	7.5	7.3	6.9	6.5	4.7	4.3	4.6	4.9	6.0	14.7
Inverness Millburn	441	5.6	6.5	6.4	6.3	4.3	4.0	4.4	4.7	9.9	12.3
Culloden & Ardersier	571	6.6	6.6	6.6	6.4	4.0	3.7	4.1	4.9	12.0	17.9
Inverness South	128	6.1	5.6	6.6	6.1	3.9	3.4	4.1	4.5	3.6	9.4
<b>Highland</b>	<b>14287</b>	<b>8.0</b>	<b>7.6</b>	<b>7.5</b>	<b>7.2</b>	<b>5.1</b>	<b>4.8</b>	<b>5.0</b>	<b>5.3</b>	<b>7.9</b>	<b>12.4</b>

5.7 Non-emergency repairs continue to be impacted by COVID-19 restrictions limiting working to essential repairs. There is likely to be an ongoing effect on non-emergency repairs performance through 2020/21 in all wards.

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**

Avg relet time	No of Houses	No of relets	2018/19				2019/20				2020/21	
			Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
Aird & Loch Ness	343	11	28.85	34.11	26.55	38.54	41.22	35.35	35.04	36.97	99.00	71.82
Inverness West	571	7	23.64	31.22	30.04	31.11	29.10	29.56	24.59	26.80	53.33	40.71
Inverness Central	1914	29	32.15	37.15	31.21	38.68	28.54	27.25	27.71	31.57	53.73	52.45
Inverness Ness-Side	498	3	18.50	27.58	30.50	34.10	38.20	26.82	24.70	27.21	31.00	36.33
Inverness Millburn	441	10	31.56	34.07	35.22	40.13	32.75	23.70	21.65	31.93	36.75	43.90
Culloden & Ardersier	571	5	30.88	36.63	23.86	38.57	36.00	33.00	35.42	39.35	39.00	43.20
Inverness South	128	1	27.00	23.50	23.50	18.33	33.00	33.00	31.33	29.00	0.00	22.00
<b>Highland</b>	<b>14287</b>	<b>326</b>	<b>39.07</b>	<b>39.43</b>	<b>31.48</b>	<b>39.91</b>	<b>36.00</b>	<b>34.60</b>	<b>32.89</b>	<b>35.77</b>	<b>45.86</b>	<b>53.24</b>

6.3 Performance has exceeded the 35-day target in all Inverness wards except Inverness South where there was only 1 re-let. COVID-19 restrictions on moving home, working practices, non-essential work and supply chain continues to impact re-letting times. Quarter 2 has seen an increase in allocation of delayed properties. Safe measures are in place for working on void properties and signing up new tenants. We expect to see ongoing impacts of COVID-19 restrictions on average re-let times through the course of 2020/21.

## 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.

**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	Q2
Aird & Loch Ness	343	50496	59821	53926	53512	51009	58603	46477	55618	66094	61052
Inverness West	571	95733	106556	107597	92714	93435	109577	97800	106943	128659	120965
Inverness Central	1914	406687	453610	473418	437279	449780	485191	415452	470766	545959	537295
Inverness Ness-Side	498	80390	87862	90012	82486	82424	104329	83931	91271	105938	97011
Inverness Millburn	441	74330	85990	84478	75153	76062	94199	76311	90058	94649	85375
Culloden & Ardersier	571	91978	108252	107479	94942	92497	103263	93860	112925	126395	127625
Inverness South	128	21767	24038	27355	22094	24247	28692	21462	26067	30292	28943

7.3 Rent Arrears in Quarter 2 has decreased in all Inverness Wards except Culloden and Ardersier. COVID-19 restrictions have impacted tenant incomes with an increasing number moving onto Universal Credit since the lockdown. We anticipate that rent arrears will remain a challenge throughout 2020/21.

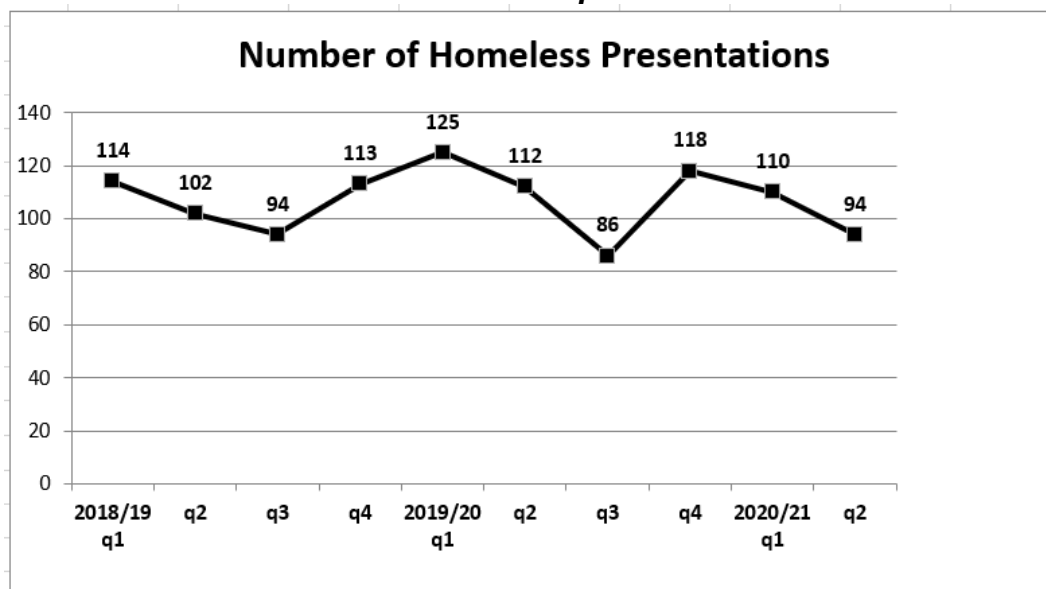
## 8 Homelessness

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 256 presentations across Highland at the end of Quarter 2 2020/21, 94 presentations were in Inverness.

8.4

**Table 5 - Homeless presentations**

Designation: Executive Chief Officer Housing and Property

Date: 19 November 2020

Author: Rory MacLeod, Housing Manager (Inverness)

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

## APPENDIX 1

SPI 20/21	20/21	Scottish Average	Target	2020/21		2019/20	
				Qtr2	Qtr1	Qtr4	Qtr3
Reactive repairs carried out first time - Inverness	AMBER	92.23	92	87.46	94.50	94.90	95.80
Repairs appointments kept - Inverness	AMBER	95.45	95	94.07	97.89	93.32	93.40
Rent collected as % of rent due - Inverness	AMBER	99.38	99	98.28	95.99	98.29	99.56
Gross rent arrears as % of rent due - Inverness	AMBER	5.41	5	7.34	7.72	7.24	6.57
% rent loss through voids - Inverness	GREEN	0.85	1	0.57	0.63	0.58	0.59
% of new tenancies sustained for more than a year - Inverness	GREEN	88.66	90	92.81	93.17	92.51	92.33
Tenancy offers refused - Inverness	RED	35.86	38	43.27	28.57	33.43	32.18
% of lettable houses becoming vacant - Inverness	GREEN	8.56	8.9	6.67	6.85	7.15	8.75
% households requiring temp/eme accomm who receive offer Inverness	AMBER		100	99.03	98.99	98.93	99.11
Ave time in temp/eme accomm Inverness				44.00	43.52	41.32	