

Agenda Item	<b>5</b>
Report No	<b>LA/3/21</b>

## **HIGHLAND COUNCIL**

**Committee:** Lochaber Committee

**Date:** 18 January 2021

**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 Service 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
Caol and Mallaig	533	10.6	6.9	6.5	6.0	3.3	3.2	4.6	4.9	4.90	4.95
Fort William and Ardnamurchan	831	9.6	6.8	6.6	5.8	3.6	3.5	4.1	4.9	4.00	5.14
<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 The average response time for emergency repairs for both Lochaber Wards is within the 14 hour target.
- 5.5 **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
Caol and Mallaig	533	7.9	7.9	7.9	7.3	4.6	4.2	4.7	5.3	12.70	11.46
Fort William and Ardnamurchan	831	8.6	8.1	7.5	6.6	4.6	4.0	4.5	5.1	4.70	10.79
<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>

- 5.6 Restrictions on what non-emergency repairs could be safely carried out during lockdown meant that this created a backlog of non-emergency repairs. This has had an impact on repairs performance in Quarter 2. We are addressing the backlog of work caused by the COVID-19 restrictions.
- 5.7 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
Caol and Mallaig	533	10	17.90	22.69	22.35	21.77	21.71	16.80	18.52	25.00	75.50	35.90
Fort William and Ardnamurchan	831	21	29.09	26.05	23.68	27.13	27.33	24.26	23.98	27.53	71.50	65.95
Highland	14287	326	39.07	39.43	31.48	39.91	36.00	34.60	32.89	35.77	45.86	53.24

- 6.3 Re-let performance in Lochaber has consistently been within target in previous quarters however the suspension of allocation during Quarter 1, the lock down period and delays in void works has had an impact on this years performance. The Lochaber team re started allocation as soon as it was possible to do so and continue to prepare and allocate properties as quickly as possible to bring performance back on track.
- 6.4 During Quarters 1 and 2 there were 21 voids in the Fort William Ardnamurchan Ward the majority of these were delayed as a result of Covid, there was also an abandoned property which took time to recover and a property held to assist NHS with a delayed hospital discharge.

## 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**

Rent arrears	No of Houses	2018/19				2019/20				2020/21	
		Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
Caol and Mallaig	533	68672	83755	88486	84596	69759	81266	82142	96565	106955	90595
Fort William and Ardnamurchan	831	168633	184566	187839	152314	153592	180612	163115	185032	215575	201916

- 7.3 Rent arrears have decreased slightly in Quarter 2 2020/21 compared with Quarter 1 2020/21 but remain much higher than the same time in the previous year 2019/20. As previously reported to Committee the Lochaber area team are contacting tenants in rent arrears, emphasising why it is important for tenants to pay their rent, offering advice on how to claim benefits, pay rent in different ways and access housing support and specialist financial support.

7.4 A focus on rent arrears will remain a priority however whilst we continue to see higher numbers of cases and higher levels of rent arrears this does bring an additional workload for the Lochaber Team.

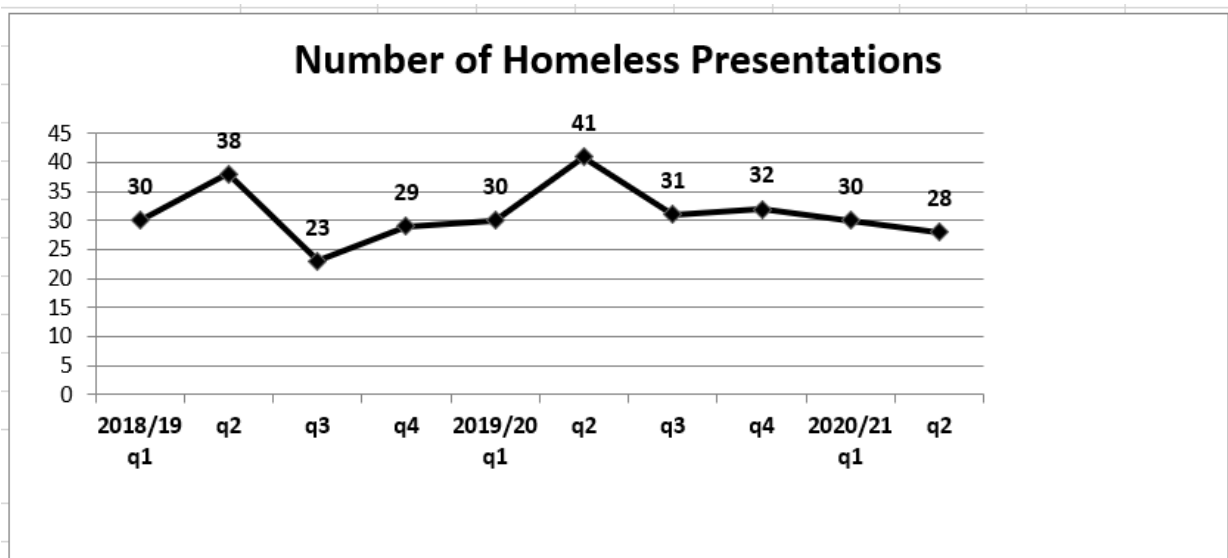
## 8 Homelessness

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 Q2 2020. 28 Homeless presentations were in Lochaber.

8.4 **Table 5 - Homeless presentations**



## 9 HRA Capital Programme

9.1 All capital works were stopped on site during the national lockdown period in Spring and early Summer 2020. From 20 July 2020, capital works re-started on several projects. This focused initially on external works and completing outstanding works rather than initiating new works. As of 31 August, all capital projects re-started on site and all 2020-21 projects were progressing until these were stopped as a result of the tier 4 restrictions announced on 19 December 2020. Housing remain committed to completing all approved 2020-21 capital works although the likelihood is that many of these works will be delayed into 2021-22.

9.2 Estimated outturns for the present year overall HRA capital programme were reported to Housing and Property Committee in December 2020 and will be revised accordingly in relation to the tier 4 restrictions on works.

9.3 The 2021-22 HRA capital programme for Locharber was approved at area committee in September 2020 and projects are being initiated for commencement early next financial year. An update against budget on the present year programme along with the 2021-22 programme will also be provided to next area committee.

Designation: Executive Chief Officer Housing and Property

Date: 18 January 2021

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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 - Lochaber	AMBER	92.23	92	89.68	94.90	94.91	95.35
Repairs appointments kept - Lochaber	AMBER	95.45	95	91.93	95.08	88.40	88.92
Rent collected as % of rent due - Lochaber	GREEN	99.38	99	99.90	99.06	97.98	99.84
Gross rent arrears as % of rent due - Lochaber	AMBER	5.41	5	6.43	7.09	7.51	6.54
% rent loss through voids - Lochaber	GREEN	0.85	1	0.73	1.09	0.67	0.53
% of new tenancies sustained for more than a year - Lochaber	GREEN	88.66	90	92.17	90.35	86.84	87.60
Tenancy offers refused - Lochaber	AMBER	35.86	38	38.10	44.44	31.55	32.48
% of lettable houses becoming vacant - Lochaber	GREEN	8.56	8.9	5.72	7.62	9.31	9.82
% households requiring temporary emergency accommodation who receive offer Lochaber	GREEN		100	100	91.06	87.67	87.69
Ave time in temporary emergency accommodation Lochaber (weeks)				30.00	30.94	31.18	30.95