

Agenda Item	<b>6</b>
Report No	<b>BIDS/010/21</b>

## HIGHLAND COUNCIL

**Committee:** Black Isle, Dingwall and Seaforth

**Date:** 26 April 2021

**Report Title:** Housing Performance Report – 1 April 2020 to 31 December 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 31 December 2020.

### **2 Recommendations**

2.1 Members are invited to consider the information provided on housing performance in the period 1 April 2020 to 31 December 2020 and approve the garage rent increase at 2%.

### **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.
- 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**  
**2019/20 SHN Benchmark (Group) – 4.8 hours**

EME	No of Houses	2019/20				2020/21		
		Q1	Q2	Q3	Q4	Q1	Q2	Q3
Dingwall & Seaforth	976	5.5	8.6	7.0	10.2	3.9	5.3	5.2
Black Isle	311	4.6	5.4	8.3	7.5	6.2	4.9	5.4
<b>Highland</b>	<b>14296</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>	<b>6.9</b>

- 5.4 Emergency repairs continue to perform well within the target of 14 hours although there has recently been a slight increase in response times in the Black Isle ward. Emergency repairs are always a priority for the Building Maintenance team.
- 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**  
**2019/20 SHN Benchmark (Group) – 6.6 days**

NON-EME	No of Houses	2019/20				2020/21		
		Q1	Q2	Q3	Q4	Q1	Q2	Q3
Dingwall & Seaforth	976	5.6	5.8	5.9	6.3	9.7	14.5	13.2
Black Isle	311	5.8	5.7	5.5	6.1	11.0	14.6	13.9
<b>Highland</b>	<b>14296</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>	<b>10.8</b>

- 5.7 The response times for non-emergency repairs have decreased over Q3 but remain impacted by Covid-19. Non-emergency repairs continue to be a priority for this service.
- 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 for the last 6 Quarters.

6.2 **Table 3: Average re-let time (days) Target 35 days  
2019/20 SHN Benchmark (Group) – 40.9 days**

Avg relet time	No of Houses	No of relets	2019/20				2020/21		
			Q1	Q2	Q3	Q4	Q1	Q2	Q3
Dingwall & Seaforth	976	40	25.09	26.10	25.51	25.85	41.29	38.18	29.90
Black Isle	311	10	18.00	17.89	23.64	23.35	46.09	52.33	51.10
<b>Highland</b>	<b>14296</b>	<b>588</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>	<b>46.01</b>

- 6.3 Void re-let times in the Dingwall & Seaforth Ward was within both the Council and SHN Benchmark targets. Several voids in Cromarty and Avoch were impacted due to Covid. Given the small number of voids on the Black Isles at any one time, it only takes two or three delays to impact overall percentage performance.

## 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 last 6 Quarters.

7.2 **Table 4 – Current Rent Arrears**

Rent arrears	No of Houses	2019/20				2020/21		
		Q1	Q2	Q3	Q4	Q1	Q2	Q3
Dingwall & Seaforth	976	139,701	171,815	142,398	158,152	179,388	169,253	144,478
Black Isle	311	28,827	35,328	26,937	26,035	28,863	27,921	23,393

- 7.3 There has been a significant reduction in rent arrears from Quarter 1 to end of Quarter 3 in Dingwall and Seaforth, and a steady reduction from Quarter 1 to end of Quarter 3 for Black Isle. Every effort continues to be made to make further reductions to the end of the financial year.

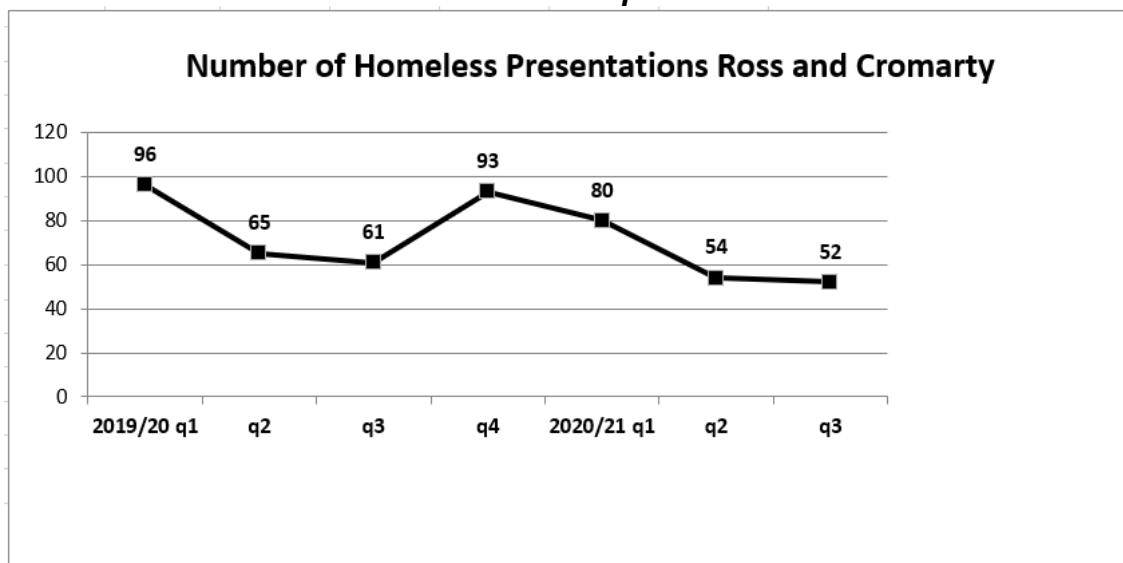
## 8 Homelessness

- 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 in Ross and Cromarty. It is not currently possible to disaggregate figures to a BIDS level. While the table below shows a levelling of homeless presentations for Quarters 2 and 3, we believe this is temporary and expect homeless presentation figures to increase going forward, as the economic consequences of the pandemic become more apparent.

8.3 There were 227 presentations across Highland at the end of Q3 2020

8.4 **Table 5 - Homeless presentations**



## 9 HRA Capital programme

9.1 A separate paper on the Capital programme will be reported to the next Committee.

## 10 Garages

10.1 Members are asked to formally approve a 2% increase in Garage and Garage Site rents as discussed in a Ward Business Meeting on 15 February and 1 March 2021.

10.2 There are 326 garages and 8 garage sites in the combined Wards. Table 6 shows the impact of a 2% increase on rents and annual income from garages and sites.

10.3 **Table 6 - Garage and Site Rents**

Description	Weekly Rent	Weekly Increase	New Weekly Rent
Garage Rent – Council Tenant	£9.63	£0.19	£9.82
Garage Rent non-tenant	£11.56	£0.23	£11.79
Garage Site Rent – Council Tenant	£0.70	£0.01	£0.71
Garage Site Rent – Non - Tenant	£0.84	£0.02	£0.86
<b>Annual Income</b>	<b>£174,448</b>		<b>£177,937</b>

Designation: Executive Chief Officer Housing and Property

Date: 31 March 2021

Author: Jim Holden, Housing Manager (North)  
Colin Sharp, Repairs Manager (North)

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