

Agenda Item	8
Report No	WRSL/009/21

HIGHLAND COUNCIL

Committee: Wester Ross, Strathpeffer and Lochalsh

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
- 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
Wester Ross, Strathpeffer & Lochalsh	516	6.3	8.9	6.2	9.2	6.1	5.4	8.8
Highland	14296	4.7	4.8	5.3	6.0	4.5	5.7	6.9

- 5.4 Emergency repairs have been impacted by current Covid restrictions but continue to perform well and are within the target of 14 hours. Emergency repairs remain a priority for this service.
- 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
Wester Ross, Strathpeffer & Lochalsh	516	5.5	5.4	5.7	6.0	6.3	16.2	14.0
Highland	14296	5.1	4.8	5.0	5.3	7.9	12.4	10.8

- 5.7 Non-emergency repairs have been heavily impacted by the pandemic. We continue to work hard to reduce the impact and to provide a service to our tenants. Non-emergency repairs continue to be a priority for the Building maintenance team.
- 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
Wester Ross, Strathpeffer & Lochalsh	516	23	57.55	45.54	43.88	42.11	41.29	33.23	28.65
Highland	14296	588	36.00	34.60	32.89	35.77	45.86	53.24	46.01

- 6.3 Void re-let times in the Ward are within both the Council and SHN Benchmark targets.

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
Wester Ross, Strathpeffer & Lochalsh	516	43,195	54,623	40,700	53,226	67,012	63,104	50,832

- 7.3 There has been a significant reduction in the rent arrears figure from Quarter 1 to end of Quarter 3. Every effort will continue to be made to make further reductions for the end of the financial year

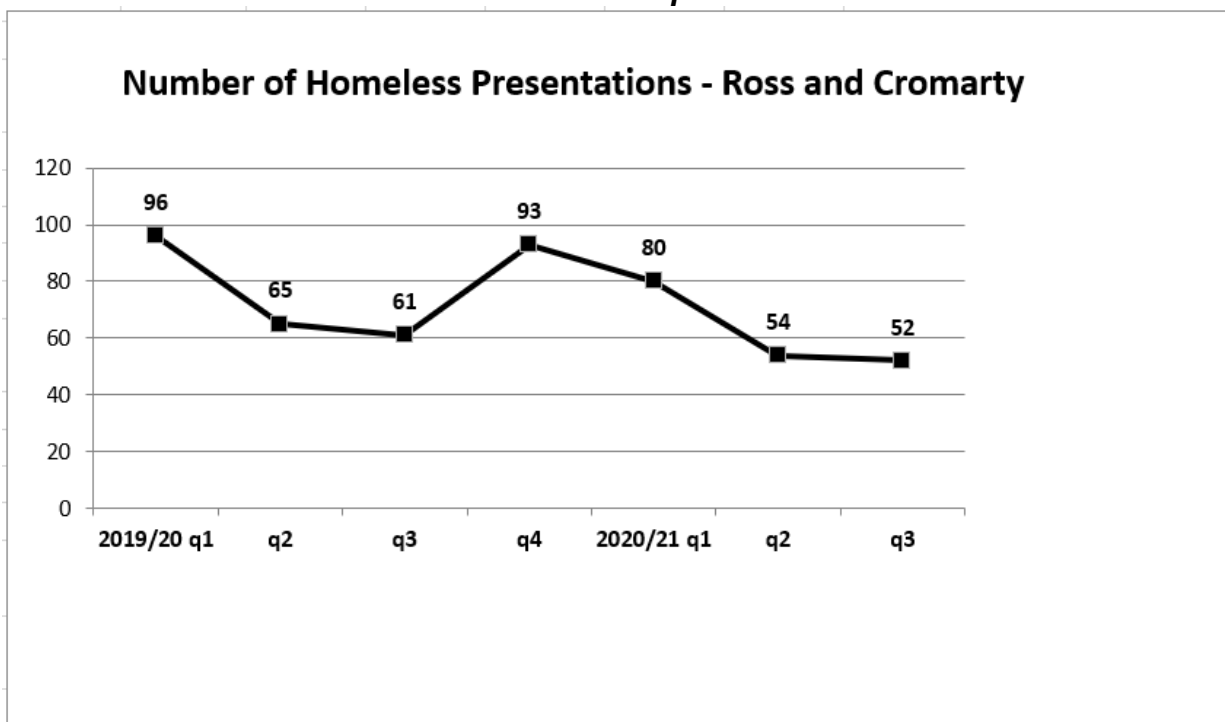
8 Homelessness

- 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 combined number of homeless presentations received in the 3 Ross and Cromarty Local Committee Areas – it is not possible to disaggregate these figures. 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 Members are advised that the current year 2020-21 HRA Capital Programme has been significantly delayed as a result of the ongoing global pandemic. All projects will be progressed but there will be considerable slippage into financial year 2021-2022. This will also which cause considerable delays with the following 2021-22 programme due to the backlog caused by the pandemic.

Works continue to be suspended on site until such time as guidance allows for a restart. It is anticipated that works may be back on site at the end of April 2021. Tenant liaison officers are contacting tenants to communicate the further delays and address any concerns and will be contacted again in advance of any works re-commencing.

Progress against the present year HRA Capital Programme for Wester Ross, Strathpeffer and Lochalsh Area will be reported to the next Area Committee as an appendix to the housing performance report.

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 March 2021.

10.2 There are 35 garages and 10 garage sites in Ward 5. Table 6 shows the impact of a 2% increase on rents and annual income from garages and sites.

Table 6 - Garage and Site Rents

Description	Weekly Rent	Weekly Increase	New Weekly Rent
Garage Rent – Council Tenant	£8.93	£0.18	£9.11
Garage Rent non-tenant	£10.91	£0.22	£11.13
Garage Site Rent – Council Tenant	£0.70	£0.01	£0.71
Garage Site Rent – Non - Tenant	£1.29	£0.03	£1.32
Annual Income	£18,121		£18,484

Designation: Executive Chief Officer Housing and Property

Date: 31 March 2021

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