

Agenda Item	6
Report No	NC/17/21

HIGHLAND COUNCIL

Committee: Nairnshire Committee

Date: 15 September 2021

Report Title: Housing Performance Report – 1 April 2021 to 30 June 2021

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 the Scottish Social Housing Charter and other performance indicators up to 30 June 2021.

2 Recommendations

2.1 Members are invited to consider the information provided on housing performance in the period 1 April 2021 to 30 June 2021.

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
2019/20 SHN Benchmark (Group) – 4.8 hours

EME	No of Houses	2020/21				2021/22
		Q1	Q2	Q3	Q4	Q1
Nairn & Cawdor	718	8.2	6.0	5.4	5.9	4.6
Highland	14469	4.5	5.7	6.9	8.5	5.7

- 5.4 The average response time for emergency repairs in Nairnshire for Q1 is 4.6 hours which is within the 14 hour target and better than the Highland wide average.
- 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	2020/21				2021/22
		Q1	Q2	Q3	Q4	Q1
Nairn & Cawdor	718	2.9	5.0	4.5	4.1	7.8
Highland	14469	7.9	12.4	10.8	7.9	16.2

- 5.7 Non-emergency repairs performance for Q1 is 7.8 days which although within the 8 day target is much higher than previous quarters and previous years.
- 5.8 As reported to Members at previous Area Committees we continue to deal with the backlog of non-emergency repairs. The backlog was a result of the Covid crisis when a suspension was placed on carrying out non-emergency repairs and this is affecting reported performance.
- 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
2019/20 SHN Benchmark (Group) – 40.9 days**

Avg relet time	No of Houses	No of relets	2020/21				2021/22
			Q1	Q2	Q3	Q4	Q1
Nairn & Cawdor	718	11	7.67	26.33	27.13	35.09	30.64
Highland	14469	284	45.86	53.24	46.01	44.23	33.51

- 6.3 The re-let time for Q1 in Nairnshire is 30.64 days, this is an improvement on the previous quarter. The Nairn team have a focus on repairing and re-letting empty properties as quickly as possible.

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	2020/21				2021/22
		Q1	Q2	Q3	Q4	Q1
Nairn & Cawdor	718	115,470	122,018	120,009	130,714	116,105

- 7.3 Rent arrears have decreased in Q1 compared to the previous quarter. Due to the easing of covid restrictions and in line with Scottish Government guidance area staff have resumed visiting tenants who are in rent arrears, this has allowed officers to progress cases where face to face contact is beneficial in helping to resolve rent arrears issues with tenants. Officers are also reporting positive progress with Universal Credit cases which are processed more quickly.
- 7.5 Housing staff are very aware of the financial burden the pandemic has placed on many households. The area team has a focus on assisting tenants as much as possible,

offering advice and assistance, discussing and agreeing repayment of rent arrears and where appropriate signposting to specialist money advice services.

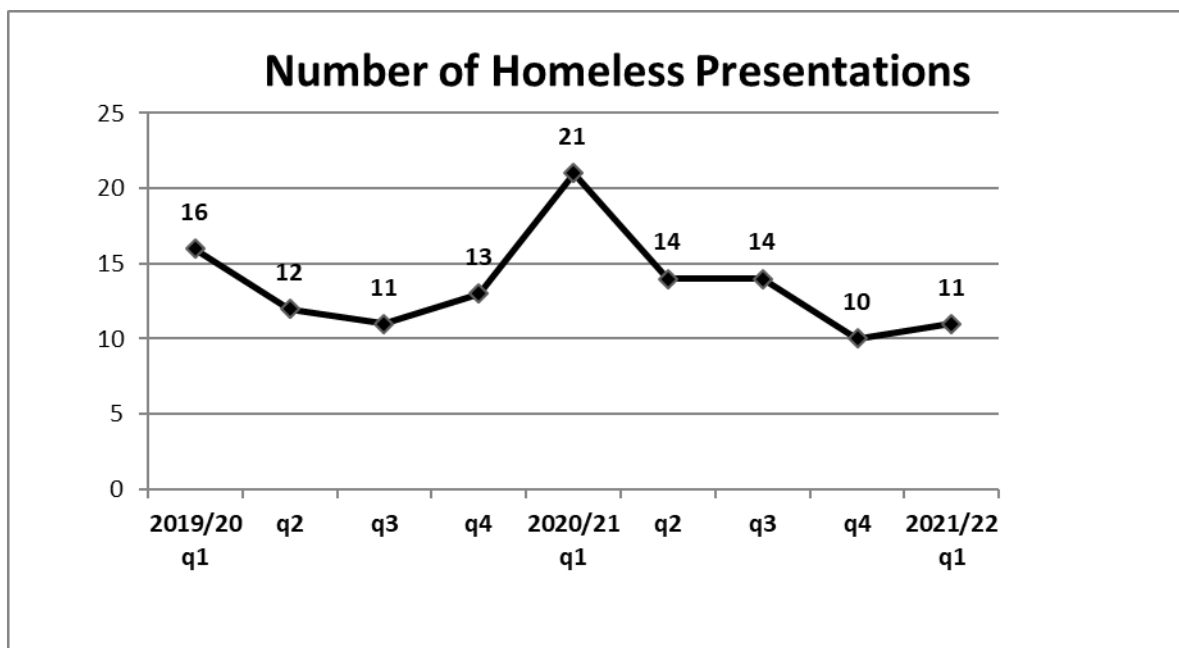
8 Homelessness

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 277 presentations across Highland at the end of 2021, 11 presentations were in Nairnshire.

8.4 Table 5 - Homeless Presentations



9 Housing Revenue Account Capital Programme Update

9.1 In light of Scottish Government guidance, capital works restarted on site from 26 April 2021. Tenant Liaison Officers are in close contact with tenants involved and works are being carried out in line with safe working practices.

9.2 **Appendix 2** provides an update on the Nairnshire HRA Capital Programme. Delays caused by covid-19 have impacted on progress across Highland, however all previously approved works are in progress, with some contracts already completed.

9.3 Despite our covid-19 safety precautions we have respected the wishes of a number of tenants to postpone works and these will be scheduled into future projects.

9.4 Colleagues will be attending future ward business meetings in due course to identify priority environmental projects and also to discuss with Members priorities for future year capital programmes.

Designation: Executive Chief Officer Housing and Property

Date: 30 August 2021

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

APPENDIX 1

SPI 21/22	21/22	Scottish Average	Target	2021/22	2020/21		
				Q1	Q4	Q3	Q2
Reactive repairs carried out first time - Nairn	GREEN	92.23	92	96.71	97.45	97.16	96.05
Rent collected as % of rent due - Nairn	GREEN	99.38	99	103.64	98.56	99.80	99.13
Gross rent arrears as % of rent due - Nairn	GREEN	5.41	5	4.85	5.45	5.18	5.14
% rent loss through voids - Nairn	GREEN	0.85	1	0.27	0.70	0.64	0.38
% of new tenancies sustained for more than a year - Nairn	GREEN	88.66	90	100	95.24	94.74	89.58
Tenancy offers refused - Nairn	GREEN	35.86	38	20.00	15.79	0.00	10.81
% of lettable houses becoming vacant Nairn	AMBER	8.56	8.9	11.42	10.31	11.42	8.09
% households requiring temporary emergency accommodation who receive offer Nairn	GREEN		100	100	100	100	97.30
Average time in temporary emergency accommodation Nairn (weeks)				43.08	44.88	46.38	41.53

APPENDIX 2
Nairnshire HRA Capital Programme

Project Title	Project Budget	Spend to date	Estimated outturn	Comments
Equipment & adaptations Nairn	£73,000	£8,308	£73,000	Works progressed on demand following referrals from Occupational Therapists. Low number of referrals being received from Occupational Therapists
ENERGY EFFICIENCY				
Heating replacements Nairn	£23,110	£16,291	£50,000	One-off heating replacements. Works being progressed through Building Maintenance. Anticipated overspend due to number of failures
CSH19039 Heating - Nairn (20-21)	£220,000	£177,470	£179,579	Project completed on site. Slightly reduced number of properties due to tenants opting out.
CSH20007 Nairn Heating replacements and solar installations	£330,200	£3,299	£323,796	Project on site and progressing. Approximately 60% completed on site.
HEALTHY, SAFE & SECURE				
CSH19071 Rewires Nairn (19-20, 20-21)	£200,000	£148,140	£183,005	Works 85% completed on site. 2 tenant opt outs on contract resulting in lower estimated outturn
MODERN FACILITIES & SERVICES				
CSH19047 Bathrooms - Nairn (19-20)	£157,000	£121,629	£126,982	Works 95% completed on site. Completion end August 21. Reduced property number due to tenant opt outs.
CSH19048 Kitchens - Nairn & B&S (20-21) [41 Nairn addresses out of 57 total]	£455,000	£46,893	£464,000	Joint Nairn and B&S kitchen contract. Works on site. 5% completed on site. Works started slower than anticipated but now progressing.
CSH20008 Nairn Bathroom Replacements	£150,000	£7,983	£146,500	Contract accepted and awarded. Mobilisation period works due on site.
Bathroom/kitchen/window replacements Nairn	£40,000	£27,289	£40,000	One-off bathroom/kitchen/windows and doors replacements progressed through local team
FREE FROM SERIOUS DISREPAIR				
CSH19051 Windows & Doors replacements - Nairn	£264,000	£258,991	£277,920	Works completed on site and now in defects period.

STRUCTURAL & ENVIRONMENTAL				
Environmental improvements Ward 18	£58,678	£0	£58,678	Member led budget. 21-22 budget £35,800, with carry forward from 20-21 of £22,878
External fabric Nairn	£39,574	£0	£39,574	External fabric works carried out on demand through local team following surveys