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| Agenda Item | 10.      |
| Report No   | CC/24/21 |

## HIGHLAND COUNCIL

**Committee:** Caithness Committee

**Date:** 03 November 2021

**Report Title:** Housing Performance Report – 1 April 2021 to 30 September 2021

**Report By:** Executive Chief Officer Property and Housing

### 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 2021

### 2 Recommendations

- 2.1 Members are invited to consider the information provided on housing performance in the period 1 April 2021 to 30 September 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](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    |            |
|--------------------------------|--------------|------------|------------|------------|------------|------------|
|                                |              | Q2         | Q3         | Q4         | Q1         | Q2         |
| Thurso and Northwest Caithness | 838          | 5.5        | 7.2        | 10.6       | 6.3        | 4.4        |
| Wick and East Caithness        | 1205         | 8.8        | 8.8        | 15.0       | 15.6       | 6.4        |
| <b>Highland</b>                | <b>14508</b> | <b>5.7</b> | <b>6.9</b> | <b>8.5</b> | <b>5.7</b> | <b>5.7</b> |

5.4 Emergency repairs response times have reduced in the last quarter in both wards in Q2. Performance remains well within the target of 14hrs. 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 | 2020/21     |             |            | 2021/22     |             |
|--------------------------------|--------------|-------------|-------------|------------|-------------|-------------|
|                                |              | Q2          | Q3          | Q4         | Q1          | Q2          |
| Thurso and Northwest Caithness | 838          | 8.2         | 7.9         | 6.9        | 8.9         | 8.3         |
| Wick and East Caithness        | 1205         | 7.1         | 7.4         | 7.0        | 11.7        | 9.0         |
| <b>Highland</b>                | <b>14508</b> | <b>12.4</b> | <b>10.8</b> | <b>7.9</b> | <b>16.2</b> | <b>12.4</b> |

5.7 Performance in non-emergency repairs has shown an improvement in timescales. Non-emergency repairs performance remains outwith the performance target of 8 days in Thurso and Northwest Caithness due to the impact of Covid 19 and there will likely be an ongoing impact on performance with some delays being experienced in material supply. The Service is working hard to reduce current delays.

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 three years and highlighting the same quarter in previous years 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      |              |
|--------------------------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
|                                |              |              | Q2           | Q3           | Q4           | Q1           | Q2           |
| Thurso and Northwest Caithness | 838          | 40           | 69.25        | 59.39        | 56.61        | 50.60        | 55.20        |
| Wick and East Caithness        | 1205         | 54           | 89.20        | 79.08        | 78.56        | 39.48        | 38.80        |
| <b>Highland</b>                | <b>14508</b> | <b>583</b>   | <b>53.24</b> | <b>46.01</b> | <b>44.23</b> | <b>33.51</b> | <b>29.52</b> |

6.3 Caithness re-let times continue to be affected by hard to let properties. During Q2 .

## 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 |         |
|--------------------------------|--------------|---------|---------|---------|---------|---------|
|                                |              | Q2      | Q3      | Q4      | Q1      | Q2      |
| Thurso and Northwest Caithness | 838          | 91,806  | 77,533  | 88,884  | 77,716  | 95,075  |
| Wick and East Caithness        | 1205         | 156,532 | 126,463 | 155,659 | 126,279 | 141,706 |

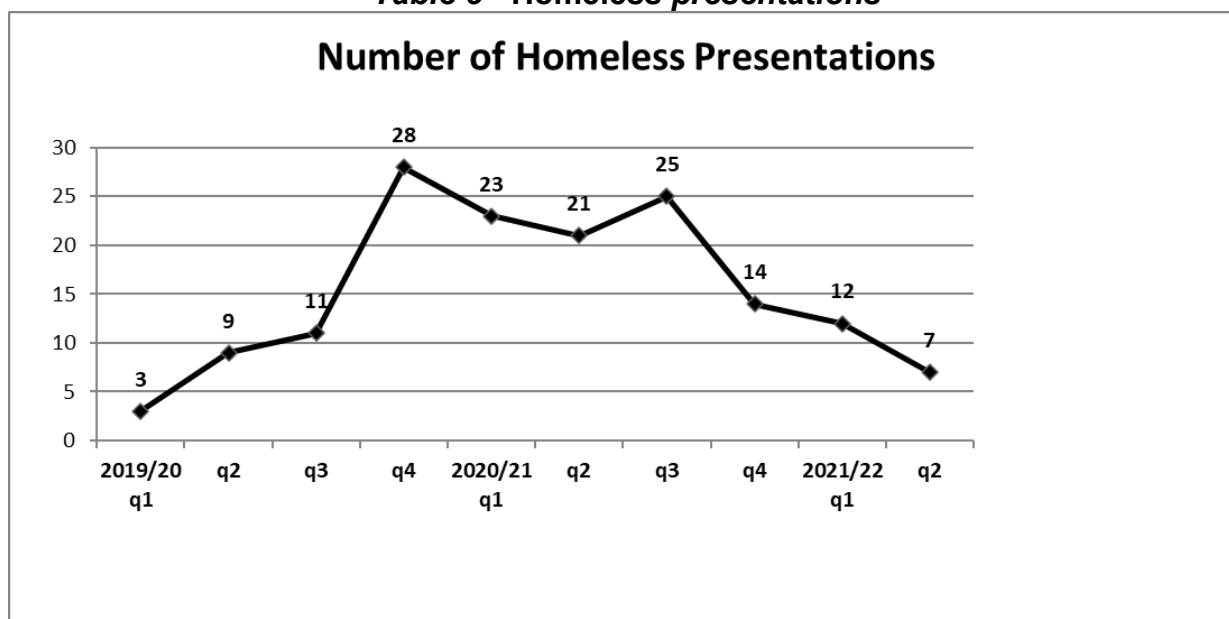
7.3 Rent Arrears in Quarter 2 has increased in both wards. The Caithness Housing team continues to work supportively with tenants experiencing difficulty paying their rent. We anticipate that rent arrears will remain a challenge for the remainder of 2020/21

## 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. The number of homeless presentations in Caithness has continued its downward trend in Q2. There were 277 presentations across Highland at the end of Q2 2020.

8.3 **Table 5 - Homeless presentations**



Designation: Executive Chief Officer Property and Housing

Date: 03 November 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 |        |       |
|--|-------|------------------|--------|-----------|--------|---------|--------|-------|
|  |       |                  |        | Quarter 2 | Qtr 1  | Qtr4    | Qtr3   | Qtr2  |
| Reactive repairs carried out first time - Caithness                | GREEN | 92.23            | 92     | 94.58     | 94.06  | 96.10   | 95.94  | 95.37 |
| Repairs appointments kept - Caithness                              | AMBER | 95.45            | 95     | 91.44     | 91.29  | 94.09   | 92.98  | 93.09 |
| Rent collected as % of rent due - Caithness                        | AMBER | 99.38            | 99     | 98.92     | 101.75 | 99.44   | 100.82 | 99.38 |
| Gross rent arrears as % of rent due - Caithness                    | GREEN | 5.41             | 5      | 4.08      | 3.51   | 3.90    | 3.36   | 4.07  |
| % rent loss through voids - Caithness                              | AMBER | 0.85             | 1      | 1.61      | 1.06   | 2.09    | 2.12   | 1.99  |
| % of new tenancies sustained for more than a year - Caithness      | AMBER | 88.66            | 90     | 86.27     | 86.32  | 82.14   | 83.19  | 77.52 |
| Tenancy offers refused - Caithness                                 | GREEN | 35.86            | 38     | 36.21     | 36.73  | 34.67   | 0.00   | 42.20 |
| % of lettable houses becoming vacant - Caithness                   | GREEN | 8.6              | 8.9    | 8.71      | 9.12   | 8.05    | 8.05   | 8.20  |
| % households requiring temp/eme accomm who receive offer Caithness | GREEN |                  | 100    | 100.00    | 100.00 | 100.00  | 98.96  | 98.70 |
| Ave time in temp/eme accomm Caithness                              |       |                  |        | 7.01      | 7.25   | 8.70    | 9.88   | 9.70  |