

Agenda Item	5a
Report No	WRSL/003/22

## HIGHLAND COUNCIL

**Committee:** Wester Ross, Strathpeffer and Lochalsh

**Date:** 9 February 2022

**Report Title:** Housing Performance Report – 1 April 2021 to 31 December 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 Scottish Social Housing Charter and other performance indicators up to 31 December 2021

### 2 Recommendations

- 2.1 Members are invited to consider the information provided on housing performance in the period 1 April 2021 to 31 December 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.
- 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		
		Q3	Q4	Q1	Q2	Q3
Wester Ross, Strathpeffer & Lochalsh	538	8.8	8.2	14.4	7.2	5.9
<b>Highland</b>	<b>14540</b>	<b>6.9</b>	<b>8.5</b>	<b>5.7</b>	<b>5.7</b>	<b>5.0</b>

- 5.4 Emergency repairs continue to perform well within the target of 14 hours with a marked improvement in target times. Emergency repairs continue to be 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	2020/21		2021/22		
		Q3	Q4	Q1	Q2	Q3
Wester Ross, Strathpeffer & Lochalsh	538	14.0	9.6	20.1	15.2	11.8
<b>Highland</b>	<b>14540</b>	<b>10.8</b>	<b>7.9</b>	<b>16.2</b>	<b>12.4</b>	<b>9.8</b>

5.7 Non-emergency repairs have been heavily impacted by the pandemic and we are working hard to reduce the target times with a noticeable improvement from Q1. 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 5 quarters.

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

Avg relet time, ARC	No of Houses	No of relets	2020/21		2021/22		
			Q3	Q4	Q1	Q2	Q3
Wester Ross, Strathpeffer & Lochalsh	538	41	28.65	27.53	13.25	15.33	9.27
<b>Highland</b>	<b>14540</b>	<b>899</b>	<b>46.01</b>	<b>44.23</b>	<b>33.51</b>	<b>29.52</b>	<b>34.51</b>

6.3 Homelessness teams are achieving outcomes by converting some temporary tenancies to permanent tenancies. This along with faster tenanting of new build completions is showing as an improvement in the average relet times. With tenancy conversions and new builds excluded, the average relet time for Wester Ross, Stratpeffer & Lochalsh is just outside the target at 35.83 days mostly due to new builds at Strathpeffer.

## 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	2020/21		2021/22		
		Q3	Q4	Q1	Q2	Q3
Wester Ross, Strathpeffer & Lochalsh	538	50,832	55,612	53,866	61,696	52,334

7.3 Rent arrears has decreased in Q3. Housing Management Officers continue to work with partners to support tenants having difficulty paying their rent.

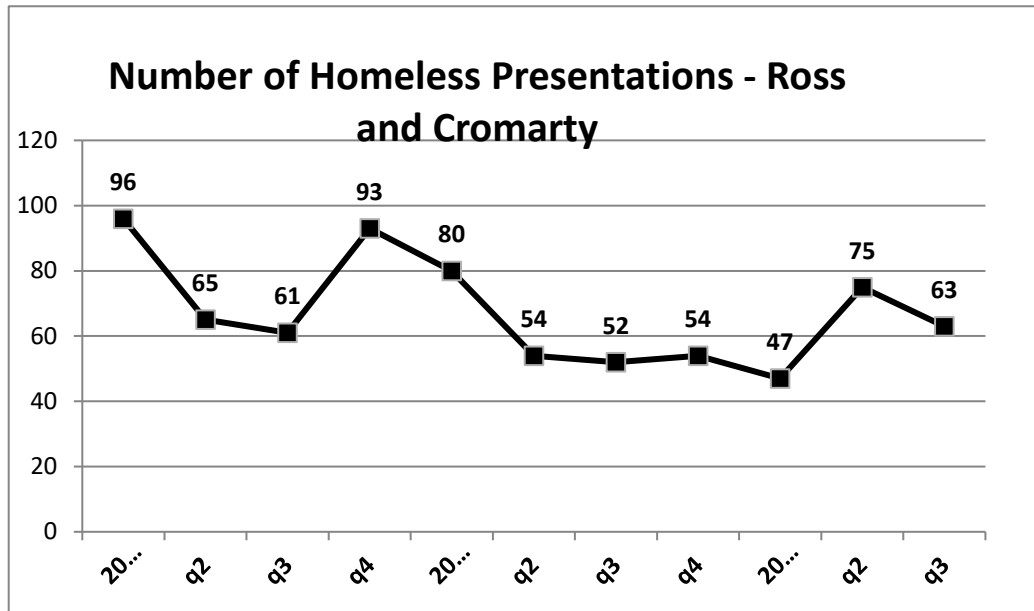
## 8 Homelessness

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 4 Ross and Cromarty Local Committee Areas – it is not possible to disaggregate these figures.

8.3 There were 254 presentations across Highland at the end of Q3 2021

8.4 **Table 5 - Homeless presentations**



Designation: Executive Chief Officer Housing and Property

Date: 4 February 2022

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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	
				Qtr3	Qtr2	Qtr1	Qtr4	Qtr3
Reactive repairs carried out first time - Ross and Cromarty	<b>RED</b>	92.23	92	85.53	83.59	79.27	89.26	86.50
Repairs appointments kept - Ross and Cromarty	<b>AMBER</b>	95.45	95	92.97	93.96	94.45	95.69	95.11
Rent collected as % of rent due - Ross and Cromarty	<b>GREEN</b>	99.38	99	101.01	99.08	101.94	100.09	100.81
Gross rent arrears as % of rent due - Ross and Cromarty	<b>GREEN</b>	5.41	5	4.60	5.21	4.60	5.20	5.24
% rent loss through voids - Ross and Cromarty	<b>GREEN</b>	0.85	1	0.75	0.58	0.39	0.50	0.52
% of new tenancies sustained for more than a year - Ross and Cromarty	<b>GREEN</b>	88.66	90	93.09	90.75	90.88	92.31	92.04
Tenancy offers refused - Ross and Cromarty	<b>GREEN</b>	35.86	38	34.14	28.82	35.80	30.36	18.75
% of lettable houses becoming vacant - Ross and Cromarty	<b>GREEN</b>	8.6	8.9	8.42	7.09	7.13	6.08	6.19
% households requiring temp/eme accomm who receive offer Ross and Cromarty	<b>GREEN</b>	100	100	100.00	98.87	100.00	100.00	94.03
Ave time in temp/eme accomm Ross and Cromarty				53.69	55.73	54.59	59.37	52.74