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| Agenda Item | 9 |
| Report No | ERA-07-22 |

HIGHLAND COUNCIL

Committee: Easter Ross Area Committee

Date: 17 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 Section 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

- 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 |
| Cromarty Firth | 1429 | 9.7 | 17.5 | 3.9 | 5.0 | 4.5 |
| Tain & Easter Ross | 652 | 5.7 | 6.6 | 3.8 | 5.8 | 5.1 |
| Highland | 14540 | 6.9 | 8.5 | 5.7 | 5.7 | 5.0 |

- 5.4 Emergency repairs continue to perform well within the target of 14 hours. 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 | 2020/21 | | 2021/22 | | |
|--------------------|--------------|-------------|------------|-------------|-------------|------------|
| | | Q3 | Q4 | Q1 | Q2 | Q3 |
| Cromarty Firth | 1429 | 12.8 | 8.9 | 20.7 | 16.3 | 11.9 |
| Tain & Easter Ross | 652 | 11.1 | 9.0 | 15.2 | 11.5 | 9.2 |
| Highland | 14540 | 10.8 | 7.9 | 16.2 | 12.4 | 9.8 |

- 5.7 Non-emergency repairs remain affected by backlogs caused by the COVID-19 lockdowns. As backlogged work is completed, there will be ongoing impact on performance figures. Repairs staff are monitoring outstanding works and amending priority where necessary. Performance is gradually improving and will return to pre-COVID levels.
- 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 |
| Cromarty Firth | 1429 | 100 | 32.40 | 37.39 | 31.19 | 26.71 | 28.75 |
| Tain & Easter Ross | 652 | 46 | 34.52 | 36.77 | 16.30 | 17.85 | 20.63 |
| Highland | 14540 | 899 | 46.01 | 44.23 | 33.51 | 29.52 | 34.51 |

- 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 wards 6 and 7 remains well within the target at 31.09 days and 30.27 days respectively.

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 5 quarters.

7.2 **Table 4 – Current Rent Arrears**

| Rent arrears | No of Houses | 2020/21 | | 2021/22 | | |
|--------------------|--------------|---------|---------|---------|---------|---------|
| | | Q3 | Q4 | Q1 | Q2 | Q3 |
| Cromarty Firth | 1429 | 337,763 | 343,055 | 303,157 | 329,436 | 285,168 |
| Tain & Easter Ross | 652 | 123,580 | 125,553 | 116,265 | 130,375 | 112,874 |

- 7.3 Rent arrears decreased in both wards through Q2. The Housing Management team continues to engage with tenants who are experiencing difficulty paying their rent.

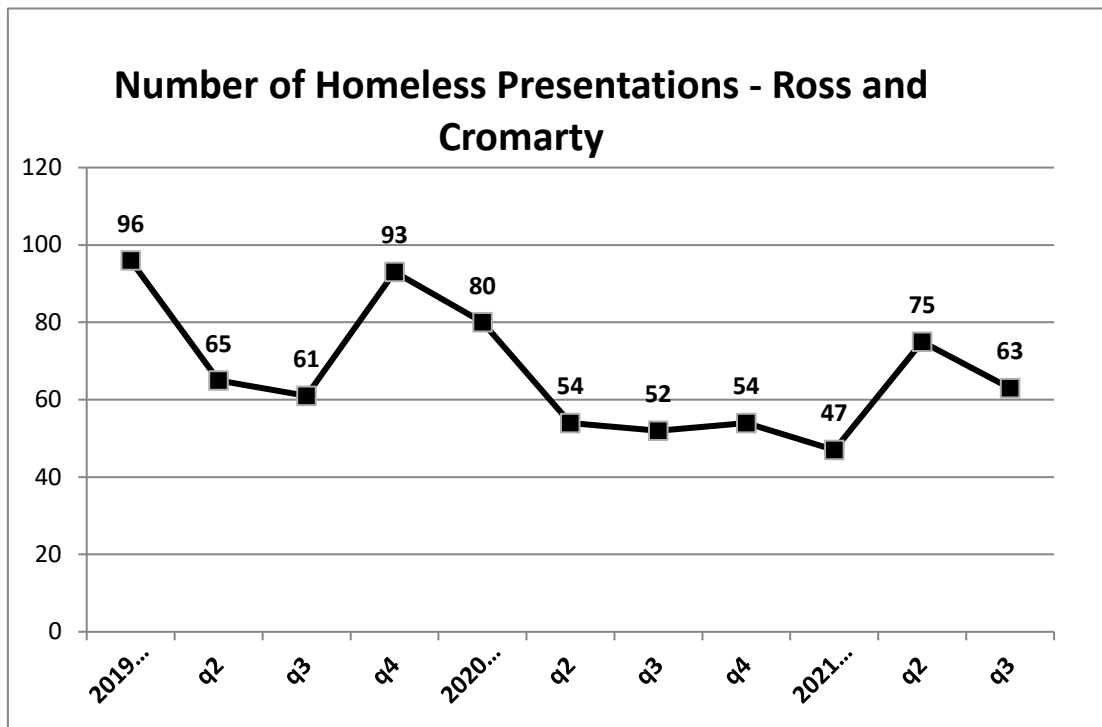
8 Homelessness

- 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 across the Ross & Cromarty Local Committee Areas. It is not possible to disaggregate these figures. While the table below shows a levelling of homeless presentations for Q2 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 254 presentations across Highland at the end of Q3 2021.

8.4 **Table 5 - Homeless presentations**



Designation: Executive Chief Officer Housing and Property

Date: 3 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 | |
|--|--------------|------------------|--------|---------|-------|--------|---------|--------|
| | | | | Q3 | Q2 | Q1 | Q4 | Q3 |
| Reactive repairs carried out first time - Ross and Cromarty | RED | 92.23 | 92 | 85.53 | 83.59 | 79.27 | 89.26 | 86.50 |
| Repairs appointments kept - Ross and Cromarty | AMBER | 95.45 | 95 | 92.97 | 93.96 | 94.45 | 95.69 | 95.11 |
| Rent collected as % of rent due - Ross and Cromarty | GREEN | 99.38 | 99 | 101.01 | 99.08 | 101.94 | 100.09 | 100.81 |
| Gross rent arrears as % of rent due - Ross and Cromarty | GREEN | 5.41 | 5 | 4.60 | 5.21 | 4.60 | 5.20 | 5.24 |
| % rent loss through voids - Ross and Cromarty | GREEN | 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 | GREEN | 88.66 | 90 | 93.09 | 90.75 | 90.88 | 92.31 | 92.04 |
| Tenancy offers refused - Ross and Cromarty | GREEN | 35.86 | 38 | 34.14 | 28.82 | 35.80 | 30.36 | 18.75 |
| % of lettable houses becoming vacant - Ross and Cromarty | GREEN | 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 | GREEN | 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 |