

Agenda Item	7
Report No	ERA/19/22

## HIGHLAND COUNCIL

<b>Committee:</b>	<b>Easter Ross Area Committee</b>
<b>Date:</b>	<b>24 Novemeber 2022</b>
<b>Report Title:</b>	<b>Housing Performance Report – 1 April 2022 to 30 September 2022</b>
<b>Report By:</b>	<b>Executive Chief Officer Housing and Property</b>

### **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 2022.

### **2 Recommendations**

- 2.1 Members are invited to consider the information provided on housing performance in the period 1 April 2022 to 30 September 2022.

### **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**  
**2020/21 SHN Benchmark (Group) – 5.1 hours**

EME	No of Houses	2021/22			2022/23	
		Q2	Q3	Q4	Q1	Q2
Cromarty Firth	1440	5.0	4.5	-	12.5	9.2
Tain & Easter Ross	652	5.8	5.1	-	3.8	4.2
<b>Highland</b>	<b>14745</b>	<b>5.7</b>	<b>5.0</b>		<b>10.5</b>	<b>8.1</b>

5.4 Emergency repairs continue to perform well within the target of 14 hours with improvements noted in the Cromarty Firth Ward. 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**  
**2020/21 SHN Benchmark (Group) – 9 days**

NON-EME	No of Houses	2021/22			2022/23	
		Q2	Q3	Q4	Q1	Q2
Cromarty Firth	1440	16.3	11.9	-	9.3	7.8
Tain & Easter Ross	652	11.5	9.2	-	4.9	5.2
<b>Highland</b>	<b>14745</b>	<b>12.4</b>	<b>9.8</b>		<b>7.2</b>	<b>6.3</b>

5.7 Non-emergency repairs performance has returned to within target after a period of slippage caused by Covid 19 restrictions. Repairs teams remain focused on maintaining good performance against repairs target timescales.

- 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  
2020/21 SHN Benchmark (Group) – 56.3 days**

Avg relet time, ARC	No of Houses	No of relets	2021/22			2022/23	
			Q2	Q3	Q4	Q1	Q2
Cromarty Firth	1440	121	26.71	28.75	32.36	22.32	21.58
Tain & Easter Ross	652	57	17.85	20.63	22.75	42.28	38.52
<b>Highland</b>	<b>14745</b>	<b>1507</b>	<b>29.52</b>	<b>34.51</b>	<b>35.49</b>	<b>40.55</b>	<b>35.14</b>

- 6.3 The average re-let time for void properties in Cromarty Firth is well within the target of 35 days. Tain & Easter Ross has experienced some slippage in re-let performance, due to a mix of materials/contractor availability and an allocations delay due to sensitive letting requirements with most of the impact on performance relating to 2 individual properties. The aggregated performance across both wards amounts to 27.02 days which remains within performance 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 5 Quarters.

7.2 **Table 4 – Current Rent Arrears**

Rent arrears	No of Houses	2021/22			2022/23	
		Q2	Q3	Q4	Q1	Q2
Cromarty Firth	1440	329,436	285,168	260,748	266,203	313,950
Tain & Easter Ross	652	130,375	112,874	109,448	116,564	134,556

- 7.3 Rent arrears have increase in both wards through Quarter 2 which is consistent across Highland. The end of Quarter 2 position is not dissimilar to Quarter 2 in the previous year. The Housing Management team continues to engage with tenants who are experiencing difficulty paying their rent and referrals made to support services to assist tenants who are experiencing financial difficulties in paying their rent. Our tenancy management team resource has increased by an additional Housing Management Officer and Housing Management Assistant and these posts will assist in our ability to prioritise rent arrears management.

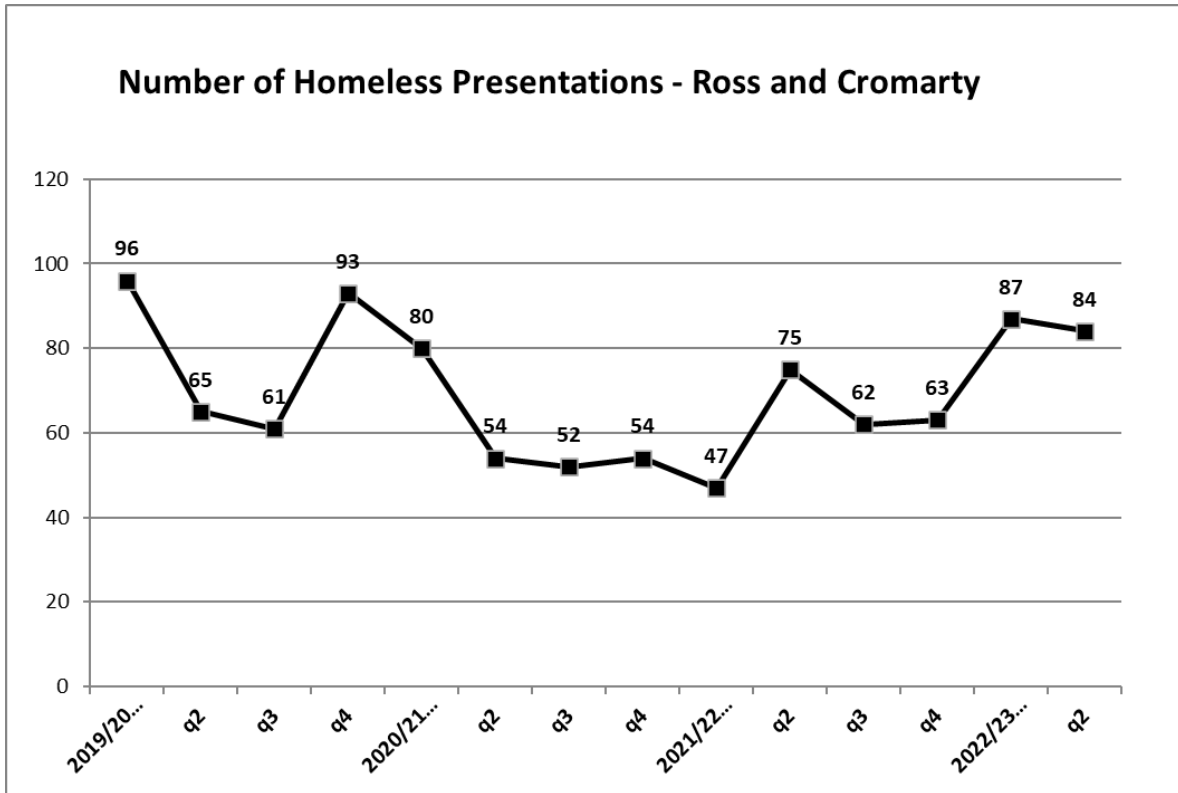
## 8 Homelessness

- 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 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 344 presentations across Highland at the end of Q2 2022

8.4 **Table 5 - Homeless presentations**



Designation: Executive Chief Officer Housing and Property

Date: 24 November 2022

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