

Agenda Item	3
Report No	LA/7/23

## HIGHLAND COUNCIL

**Committee:** Lochaber Committee

**Date:** 16 May 2023

**Report Title:** Housing Performance Report – 1 April 2022 to 31 March 2023

**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 March 2023

### 2 Recommendations

2.1 Members are invited to consider the information provided on housing performance in the period 1 April 2022 to 31 March 2023

### 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**  
**2021/22 SHN Benchmark (Group) – 4.2 hours**

EME	No of Houses	2021/22	2022/23			
		Q4	Q1	Q2	Q3	Q4
Caol and Mallaig	594	-	5.4	5.3	4.0	4.8
Fort William and Ardnamurchan	877	-	4.9	5.7	3.7	5.5
<b>Highland</b>	<b>14850</b>		<b>10.5</b>	<b>8.1</b>	<b>7.7</b>	<b>5.5</b>

- 5.4 The average response time for emergency repairs for both Lochaber wards is well within the 14 hour target.

- 5.5 **Table 2: Average length of time taken to complete non-emergency repairs (days)**  
**Target 8 days**  
**2021/22 SHN Benchmark (Group) – 8.9 days**

NON-EME	No of Houses	2021/22	2022/23			
		Q4	Q1	Q2	Q3	Q4
Caol and Mallaig	594	-	7.4	6.2	6.2	8.4
Fort William and Ardnamurchan	877	-	6.4	5.1	5.7	9.0
<b>Highland</b>	<b>14850</b>		<b>7.2</b>	<b>6.3</b>	<b>6.8</b>	<b>7.6</b>

5.6 Non emergency repairs are just over the 8 day target for both wards at 8.4 and 9 days.

5.7 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 at table 3 provides information on the average re-let time for all void properties, showing the trend back two years and highlighting the same quarter in previous year for comparison, these figures are reported to the Scottish Housing Regulator.

6.2 **Table 3: Average re-let time (days) Target 35 days  
2021/22 SHN Benchmark (Group) – 51.6 days**

Avg relet time, ARC	No of Houses	No of relets	2021/22	2022/23			
			Q4	Q1	Q2	Q3	Q4
Caol and Mallaig	594	65	34.15	23.67	16.92	19.72	21.06
Fort William and Ardnamurchan	877	77	54.35	45.50	38.33	24.45	29.36
<b>Highland</b>	<b>14850</b>	<b>1353</b>	<b>35.49</b>	<b>40.55</b>	<b>35.14</b>	<b>32.84</b>	<b>32.07</b>

6.3 Re-let performance across both Lochaber wards is within the 35 day target and better than the Highland wide average.

## 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 two years.

7.2 **Table 5 – Current Rent Arrears**

Rent arrears	No of Houses	2021/22	2022/23			
		Q4	Q1	Q2	Q3	Q4
Caol and Mallaig	594	91,093	84,712	98,797	116,032	126,980
Fort William and Ardnamurchan	877	192,658	186,182	210,310	211,080	204,512

7.3 Rent arrears have increased in Ward 11 and decreased in Ward 21 when compared with Quarter 3 2022/23. An increase in rent arrears is the trend across Highland, this reflects the current economic situation and as a result the financial pressure for tenants.

7.4 The Cost of Living (Tenant Protection)(Scotland) Act 2022 introduced a ban on eviction until September 2023. However where there are substantial rent arrears i.e. where rent arrears are equal to or more than £2,250 (6 months' average rent in the Scottish social rented sector) then enforcement action can be taken. The Councils arrears policy is followed and court action will only be taken where all attempts to get tenants to engage with the Council and make

arrangements to repay their rent arrears have failed. The Council is reviewing all cases over £2,250 and enforcement action is being taken where appropriate.

7.5 The local housing team will continue to have had a focus on contacting tenants to offer advice and assistance and signposting to specialist advice services. Ongoing support to tenants who have rent arrears remains a priority for the Lochaber team.

## 8 Homelessness

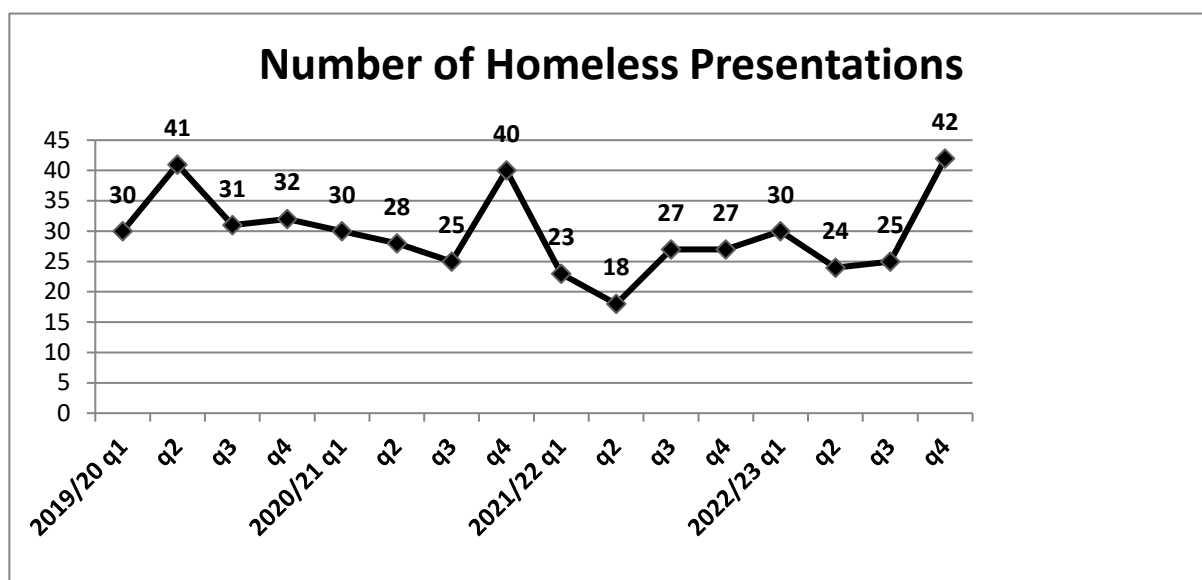
8.1 Performance information on homelessness is not collected as part of the Scottish Social Housing Charter return, however a number of indicators have been agreed for reporting to Local Committees.

8.2 Table 6 shows the number of homeless presentations received.

8.3 There were 372 presentations across Highland at the end of Quarter 4 2022/23.

8.4

**Table 6 - Homeless Presentations**



8.5 There were 42 homeless presentations in Lochaber in Quarter 4. This trend is consistent when compared to Quarter 4 in previous years. The main reason for homeless presentation in Quarter 4 2022/23 was relationship breakdown.

Designation: Executive Chief Officer Housing and Property

Date: 16 May 2023

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