

Agenda Item	7
Report No	CIA/17/23

HIGHLAND COUNCIL

Committee: City of Inverness Area Committee

Date: 5 June 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 Section performed in relation to Scottish Social Housing Charter and other performance indicators up to 31 March 2023.

2. Recommendations

- 2.1 Members are asked 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
- 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
Aird & Loch Ness	350	-	6.0	4.7	3.8	8.4
Inverness West	651	-	15.4	10.6	18.1	2.3
Inverness Central	1988	-	12.7	9.0	17.9	2.8
Inverness Ness-Side	506	-	18.1	12.6	23.6	2.5
Inverness Millburn	448	-	9.2	6.9	12.0	2.4
Culloden & Ardersier	616	-	6.1	5.2	12.3	4.0
Inverness South	170	-	3.4	3.7	13.4	2.5
Highland	14850		10.5	8.1	7.7	5.5

- 5.4 Performance is well within the 14 hour target and better than the Highland average. All Inverness areas show significant improvement on previous performance reported with the exception of Aird & Loch Ness. Of the 317 emergency repairs in Aird and Loch Ness; 4 orders required follow on works which were incorrectly completed on an emergency make safe cards. We continue to work with our sub-contractors to challenge poor performance and administration.
- 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
2021/22 SHN Benchmark (Group) – 8.9 days

NON-EME	No of Houses	2021/22	2022/23			
		Q4	Q1	Q2	Q3	Q4
Aird & Loch Ness	350	-	8.2	6.5	6.8	6.5
Inverness West	651	-	7.7	6.6	6.9	7.6
Inverness Central	1988	-	6.9	5.8	6.8	7.4
Inverness Ness-Side	506	-	6.8	6.6	7.0	6.8
Inverness Millburn	448	-	6.1	5.8	6.0	5.9
Culloden & Ardersier	616	-	5.6	5.1	5.3	5.7
Inverness South	170	-	5.0	4.7	5.1	6.6
Highland	14850		7.2	6.3	6.8	7.6

5.7 The average response time for non-emergency repairs for every Inverness ward is within the 8 day target.

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 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. Table 4 provides information on the average re-let time for voids excluding new build properties and properties which have been converted from temporary accommodation to permanent accommodation.

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
Aird & Loch Ness	350	34	35.55	47.50	56.93	52.14	44.15
Inverness West	651	59	23.38	66.00	65.08	28.11	29.07
Inverness Central	1988	186	41.97	59.58	39.52	37.63	36.05
Inverness Ness-Side	506	42	32.03	46.00	41.09	39.45	36.43
Inverness Millburn	448	33	34.63	53.55	48.20	42.39	35.24
Culloden & Ardersier	616	59	47.29	57.14	47.70	39.19	14.58
Inverness South	170	17	7.82	8.25	9.27	12.06	12.06
Highland	14850	1353	35.49	40.55	35.14	32.84	32.07

Table 4: Average re-let times excluding conversions and new build properties	2021/22	2022/23			
	Q4	Q1	Q2	Q3	Q4
Aird & Loch Ness	36.73	47.50	56.93	52.14	44.15
Inverness West	25.75	66.00	65.08	59.55	48.26
Inverness Central	48.54	63.83	59.08	50.54	45.61
Inverness Ness-Side	40.04	49.07	45.00	43.40	40.26
Inverness Millburn	46.75	53.55	51.64	44.88	40.10
Culloden & Ardersier	50.92	57.14	47.70	39.19	36.65
Inverness South	8.03	8.25	46.33	41.00	41.00
Highland	37.23	41.45	41.62	38.81	38.68

6.3 As previously advised, we are required to report all void instances to the Scottish Housing Regulator in our Annual Return on the Charter (ARC), table 3 reflects the data being reported to the Regulator on the ARC. The voids reported in the ARC include where we have taken handover of a new housing development and are letting them for the first time. These are not true void properties in terms of measuring area performance and therefore we have excluded these in table 4.

6.4 Where a household is occupying temporary emergency accommodation and it is established that this would provide a suitable home on a permanent basis, we do on occasions convert the property to permanent accommodation. To do this we need to convert the property to a void property for one day. To give a more accurate reflection of area performance we have excluded these properties in table 4.

6.5 Reported performance (table 3) has exceeded the 35-day target in all Inverness wards except Inverness West, Culloden & Ardersier and Inverness South. Table 4 however does highlight the improvement in relet statistic in all wards except Ward 12 due to there being new build properties and tenancy conversions let in these wards throughout the year. There is, nevertheless, improvement across all wards in actual performance from quarter to quarter throughout 2022/23 even though many challenges to the process still exist, ie high volume of voids, in part due to delayed developments reaching completion, and utility companies delays in changing meters and writing off debt.

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 4 – Current Rent Arrears

Rent arrears	No of Houses	2021/22	2022/23			
		Q4	Q1	Q2	Q3	Q4
Aird & Loch Ness	350	85,073	85,782	105,204	106,401	116,356
Inverness West	651	146,937	141,923	174,687	177,019	182,840
Inverness Central	1988	641,868	638,572	720,479	748,359	799,331
Inverness Ness-Side	506	96,862	104,501	124,784	138,882	152,193
Inverness Millburn	448	86,721	88,645	104,758	101,909	108,432
Culloden & Ardersier	616	141,662	147,713	178,138	181,438	200,355
Inverness South	170	42,268	44,122	58,821	61,264	64,181

7.3 Rent arrears have increased across all wards in Inverness when compared with Quarter 3 2022/23 and the same quarter in the previous year. This is the trend across Highland and reflects the current economic situation and financial pressure for tenants. We are seeing more cases of rent arrears and higher balances.

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 continue to have a focus on contacting tenants to offer advice and assistance and signposting to specialist advice services.

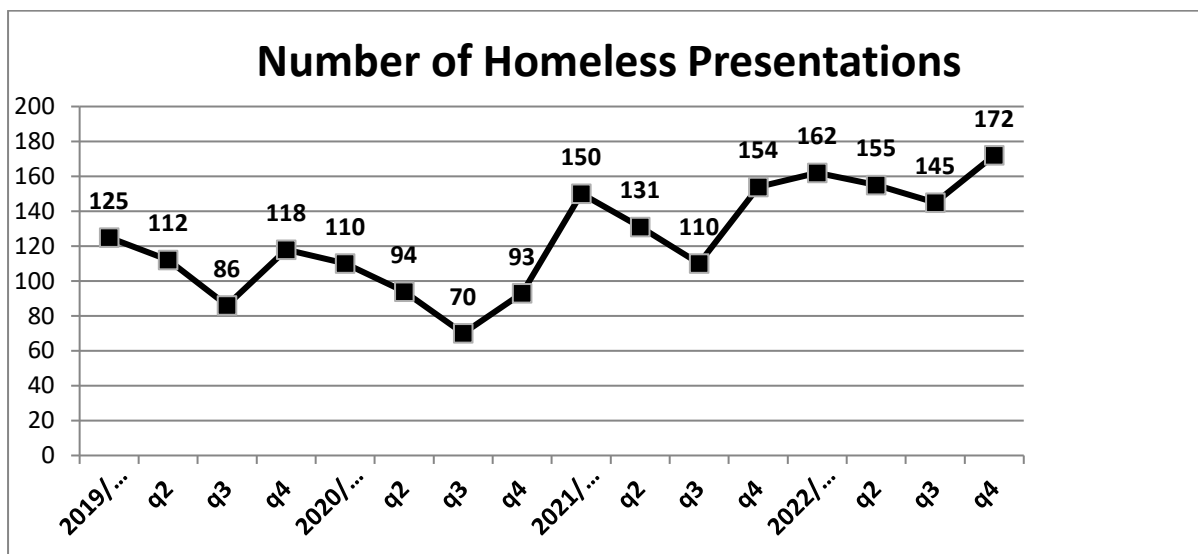
8. Homelessness

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 Q4 2022/23, 172 presentations were in Inverness. The pattern of homelessness continues but at a higher level than experienced in the last 3 years this is due to the ongoing cost of living crisis which has impacted on household relationships and landlords ending tenancies in order to sell or use their letting property for themselves. We are also seeing some impact of the removal of the Local Connection test in homeless legislation.

8.4 **Table 5 - Homeless Presentations**



Designation: Executive Chief Officer Housing and Property

Date: 5 June 2023

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Background Papers:

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