

Agenda Item	3
Report No	LA/8/24

HIGHLAND COUNCIL

Committee: Lochaber Committee

Date: 14 May 2024

Report Title: Housing Performance Report – 1 April 2023 to 31 March 2024

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 2024.

2 Recommendations

- 2.1 Members are asked to:

Note the information provided on housing performance in the period 1 April 2023 – 31 March 2024.

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 **Health and Safety** - (risks arising from changes to plant, equipment, process, or people)
- 3.7 **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
2022/23 SHN Benchmark (Group) – 4.2 hours

EME	No of Houses	2022/23	2023/24			
		Q4	Q1	Q2	Q3	Q4
Caol and Mallaig	627	4.8	5.4	4.1	5.4	4.8
Fort William and Ardnamurchan	876	5.5	4.5	4.6	5.1	5.6
Highland	15017	5.5	4.0	4.7	3.6	4.1

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

- 5.5 **Table 2: Average length of time taken to complete non-emergency repairs (days)**
Target 8 days
2022/23 SHN Benchmark (Group) – 8.7 days

NON-EME	No of Houses	2022/23	2023/24			
		Q4	Q1	Q2	Q3	Q4
Caol and Mallaig	627	8.4	6.1	5.7	6.3	7.8
Fort William and Ardnamurchan	876	9.0	5.2	4.7	5.2	6.0
Highland	15017	7.6	7.0	7.1	7.9	9.2

5.6 Non emergency repairs are below the 8 day target for both Lochaber wards.

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
2022/23 SHN Benchmark (Group) – 55.6 days**

Avg relet time, ARC	No of Houses	No of relets	2022/23	2023/24			
			Q4	Q1	Q2	Q3	Q4
Caol and Mallaig	627	72	21.06	20.27	22.45	22.02	23.24
Fort William and Ardnamurchan	876	63	29.36	43.29	39.72	42.68	40.94
Highland	15017	1180	32.07	36.37	33.74	35.76	38.68

6.3 Re-let performance in Fort William is 40.94 days which is higher than the 35 day target. Some properties in Ward 21 did require additional repairs which took longer than anticipated. Restrictions on the use of external contractors does mean that in some cases it will take longer for the in house Building Maintenance Team to prepare an empty property for re-let. The Lochaber team do have a focus on getting properties ready as quickly as possible.

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	2022/23	2023/24			
		Q4	Q1	Q2	Q3	Q4
Caol and Mallaig	627	126,980	129,204	167,134	136,993	132,880
Fort William and Ardnamurchan	876	204,512	196,461	222,272	218,992	198,280

7.3 Rent arrears have decreased across both wards in Lochaber.

7.4 The local housing team continue to have had a focus on contacting tenants to offer advice and assistance and signposting to specialist advice services. The team are proactive in contacting tenants this includes carrying out home visits. Their focus is to provide support to tenants who

have rent arrears to try and find a satisfactory solution. The collection of rent arrears remains a priority for the Lochaber team.

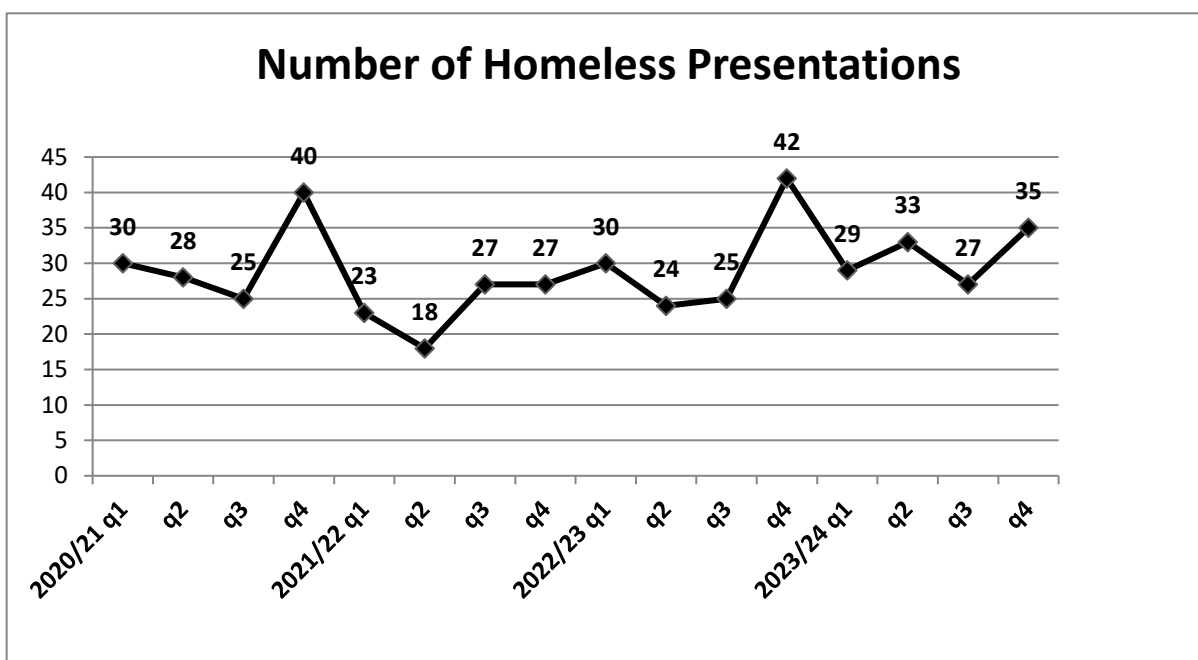
8 Homelessness

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 386 presentations across Highland at the end of Quarter 4 2023/24. 35 presentations were in Lochaber.

8.4 Table 6 - Homeless Presentations



Designation: Executive Chief Officer Housing and Property

Date: 14 May 2024

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