

Agenda Item	5
Report No	WRSL/10/24

HIGHLAND COUNCIL

Committee: Wester Ross, Strathpeffer and Lochalsh

Date: 20 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 12 hours

2022/23 SHN Benchmark (Group) – 4.2 hours

EME	No of Houses	2022/23	2023/24			
		Q4	Q1	Q2	Q3	Q4
Wester Ross, Strathpeffer & Lochalsh	540	9.3	3.8	4.0	4.3	5.2
Highland	15017	5.5	4.0	4.7	3.6	4.1

5.4 Emergency repairs continue to perform well and be within the target of 12 hours. Emergency repairs continue to be 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 8.9 days

2022/23 SHN Benchmark (Group) – 8.7 days

NON-EME	No of Houses	2022/23	2023/24			
		Q4	Q1	Q2	Q3	Q4
Wester Ross, Strathpeffer & Lochalsh	540	8.0	7.3	7.9	10.4	13.6
Highland	15017	7.6	7.0	7.1	7.9	9.2

- 5.7 Non emergency repairs performance are currently out with target. Spend controls due to reduced repairs budgets in 2023-24 led to some repair activities categorised as low priority or non-essential being delayed. There is an ongoing impact on non-emergency repairs performance as delayed works are completed. Repairs teams continue to prioritise essential works while working through outstanding work orders for low priority works with a view to improving performance over the course of 2024-25.
- 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
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
Wester Ross, Strathpeffer & Lochalsh	540	53	44.47	39.18	45.82	43.92	42.60
Highland	15017	1180	32.07	36.37	33.74	35.76	38.68

- 6.3 Void performance in Wester Ross is outwith the target of 35 days. Properties in more remote areas which were in low demand had a disproportionate effect on performance.

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	2022/23	2023/24			
		Q4	Q1	Q2	Q3	Q4
Wester Ross, Strathpeffer & Lochalsh	540	88,651	69,597	90,241	94,715	91,727

- 7.3 Rent arrears in Wester Ross, Strathpeffer & Lochalsh have reduced from quarter 3.
- 7.4 The Cost of Living (Scotland) Act ended on 31 March 2024. This means that landlords can progress to eviction for cases with arrears below £2,250.
- 7.5 The local housing team continue to focus on early intervention, with robust reviewing arrangements in place for all arrears cases. Officers are committed to supporting all

tenants currently facing financial hardship and continue to offer advice and assistance and signposting to specialist services.

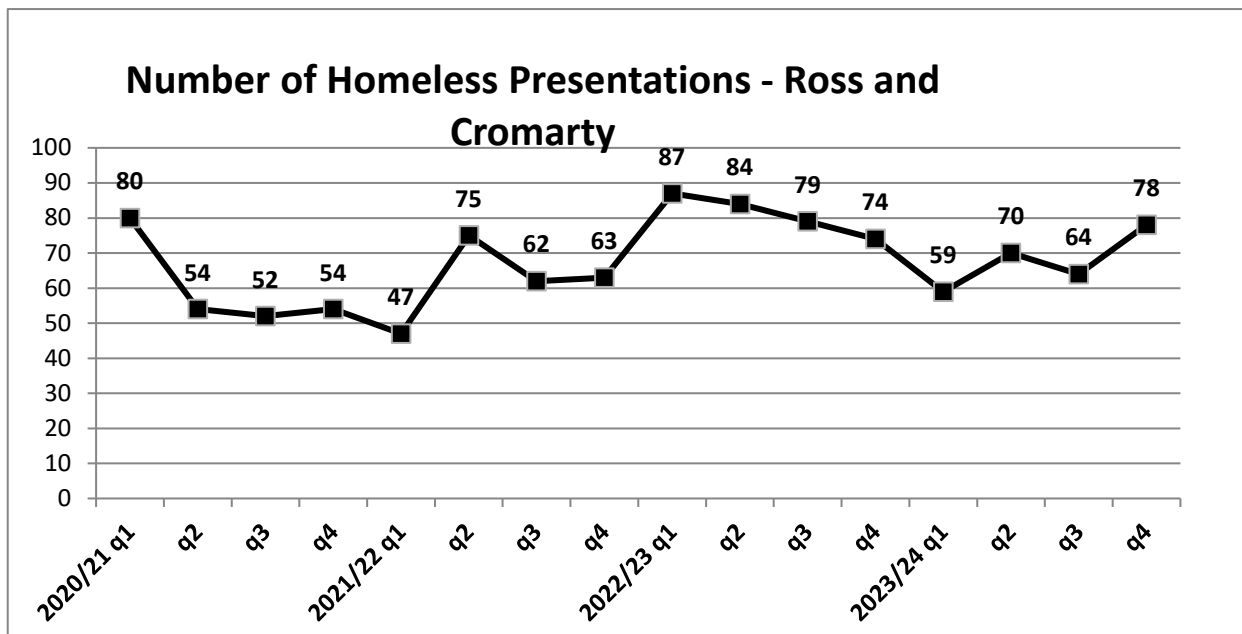
8 Homelessness

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 5 shows the combined number of homeless presentations received in the 4 Ross and Cromarty Local Committee Areas – it is not possible to disaggregate these figures.

8.3 There were 386 presentations across Highland at the end of Q4 2023.

8.4 **Table 5 - Homeless presentations**



Designation: Executive Chief Officer Housing and Property

Date: 20 May 2024

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