

Agenda Item	9
Report No	LA/8/25

The Highland Council

Committee: Lochaber Committee

Date: 27 January 2025

Report Title: Housing Performance Report – 1 April 2024 to 31 December 2024

Report By: Assistant Chief Executive - Place

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 December 2024.

2 Recommendations

- 2.1 Members are asked to:

Note the information provided on housing performance in the period 1 April 2024 – 31 December 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 5.5 hours
2023/24 SHN Benchmark (Group) – 4.0 hours

EME	No of Houses	2023/24		2024/25		
		Q3	Q4	Q1	Q2	Q3
Caol and Mallaig	627	5.4	4.8	2.7	3.4	4.1
Fort William and Ardnamurchan	876	5.1	5.6	3.1	3.4	4.6
Highland	15162	3.6	4.1	3.4	3.4	4.8

5.4 The average response time for emergency repairs for both Lochaber wards is well within the 12 hour target with similar performance across both wards.

5.5 **Table 2: Average length of time taken to complete non-emergency repairs (days)**
Target 8.9 days
2023/24 SHN Benchmark (Group) – 9.0 days

NON-EME	No of Houses	2023/24		2024/25		
		Q3	Q4	Q1	Q2	Q3
Caol and Mallaig	627	6.3	7.8	4.9	5.5	6.8
Fort William and Ardnamurchan	876	5.2	6.0	4.7	4.6	5.2
Highland	15162	7.9	9.2	6.1	6.6	7.1

- 5.6 Non emergency repairs are below the 8.9 day target for both Lochaber wards and also improves on the Highland average.
- 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
2023/24 SHN Benchmark (Group) – 56.7 days**

Avg relet time, ARC	No of Houses	No of relets	2023/24		2024/25		
			Q3	Q4	Q1	Q2	Q3
Caol and Mallaig	627	24	22.02	23.24	86.67	56.81	50.63
Fort William and Ardnamurchan	876	46	42.68	40.94	44.50	49.14	49.24
Highland	15162	872	35.76	38.68	46.50	51.73	54.60

- 6.3 Re-let performance in Fort William is higher than the 35 day target. Spend controls limiting the use of external contractors have been lifted subject to ongoing monitoring which will assist in improving the void relet performance over time. The Lochaber team do have a focus on getting properties ready as quickly as possible.

7 Capital Program

- 7.1 The 2022-2027 Capital Investment Program includes planned programs of investment in heating and energy efficiency and end of life major component replacement along with funds allocated and managed by local Building Maintenance staff to address component failures and aids and adaptations on demand.

7.2 Table 4 shows the spend against capital budgets for the year up to the end of Quarter 3 2024/25

7.3

**Table 4: Capital Investment Summary
2024/25 Annual Budget and Spend to Date**

Capital Programme 2024-25			
	Annual Budget	Current Spend	Comments
Equipment and adaptations			
Equipment and adaptations	£ 96,887.00	£ 56,512.00	
Total	£ 96,887.00	£ 56,512.00	
Major Component Replacement			
Kitchen/bathroom replacements	£ 323,051.00	£ 66,468.00	
Rewire	£ 156,364.00	£ 269,456.00	
Total	£ 479,415.00	£ 335,924.00	
Heating/energy efficiency			
Project Managed Energy efficiency	£ 460,000.00	£ 1,793,093.00	Current committed projects have utilised spend from future year. The addition of the Caol retro fit works had accounted for a projected overspend. However this project provided access to funded works which will save the Council Money over the longer term with reduced borrowings. It is anticipated that the additional capital required will be made up of contingency/underspend capital budgets in the area.
Project Managed Windows/Doors	£ 160,000.00	£ 21,252.00	Project had just started in the Claggan area
Building Maintenance Window and door replacements	£ 65,758.00	£ 72,017.00	
Building Maintenance Heating replacements	£ 300,000.00	£ 88,897.00	
Total	£ 985,758.00	£ 1,975,259.00	
Free From Serious Disrepair			
Building Maintenance External fabric	£ 100,000.00	£ 223,258.00	
Project Managed External fabric	£ 133,333.00	£ 223,606.00	
Total	£ 233,333.00	£ 446,864.00	

External fabric (environmental improvements)			
Environmental Improvements Ward 11	£ 38,906.00	£ 1,959.00	Funds from Ward 11 have been utilised to support the delivery of the Coal Retrofit
Environmental Improvements Ward 21	£ 91,883.00	£ -	
Total	£ 130,789.00	£ 1,959.00	
Mainstream budget total	£ 1,829,295.00	£ 2,760,006.00	
Aids and adaptations total	£ 96,887.00	£ 56,512.00	
Overall programme total	£ 1,926,182.00	£ 2,816,518.00	

Designation: Assistant Chief Executive - Place

Date: 27 January 2025

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