

Agenda Item	11
Report No	N/8/17

## HIGHLAND COUNCIL

**Committee:** Nairnshire Committee

**Date:** 23 June 2017

**Report Title:** Housing Performance Report – 1 April 2016 to 31 March 2017

**Report By:** Director of Community Services

### **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 2017.

### **2 Recommendations**

- 2.1 Members are invited to scrutinise the information provided on housing performance for the period 1 April 2016 to 31 March 2017.

### 3 Background

- 3.1 The Scottish Housing Regulator (SHR) has set out the performance indicators that it will use in its scrutiny of landlords.
- 3.2 This report provides key performance information based on the reporting framework recommended by the SHR. Information on other performance indicators for housing management is presented in tabular format at **Appendix 1**.
- 3.3 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)
- 3.4 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.
- 3.5 Scottish Quality Network (SQN) benchmark information, derived from the performance of all Scottish Landlords, has also been provided where available.

### 4 Repairs

- 4.1 The key indicators for measuring repairs performance are considered to be the average time taken to complete Emergency repairs and Non-emergency repairs.
- 4.2 The average length of time taken to complete Emergency repairs is calculated in hours.
- 4.3 Performance in the Nairn area is within the Highland target.

- 4.4 **Table 1: Average length of time taken to complete emergency repairs (hours)**  
**Target 14 hours**  
**2015/16 SQN Benchmark – 5.1 hours**

	No of Houses	2014/15				2015/16				2016/17			
		Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Nairn	674	1.5	3.2	3.4	3.4	2.9	3.4	3.4	3.4	2.8	3.1	3.1	2.9
Highland	13951	14.8	11.1	9.3	9.1	6.2	6.9	7.1	7.9	6.6	7.2	6.9	6.9

- 4.5 Non-emergency repairs are measured in working days.

- 4.6 **Table 2: Average length of time taken to complete non-emergency repairs (days)**  
**Target 8 days**  
**2015/16 SQN Benchmark – 7.5 days**

	No of Houses	2014/15				2015/16				2016/17			
		Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Nairn	674	1	3.7	3.7	3.8	4.1	4.1	4.1	4.1	3.4	3.7	3.7	3.6
Highland	13951	7.5	7.6	7.4	7.3	7.1	7.3	7.5	7.5	6.6	6.9	6.9	6.8

- 4.7 Performance in Nairn is within the Highland 8 day target.
- 4.8 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.

## 5 Tenancy Management

5.1 The chart below provides information on the average re-let time showing the trend back three years and highlighting the same quarter in previous years for comparison.

5.2 **Table 3 : Average re-let time (days) Target 35 days  
2015/16 SQN Benchmark – 35.4 days**

	No of Houses	No of relets	2014/15 Q4	2015/16 Q4	2016/17 Q4
Nairn	674	21	41.23	38.62	49.75
<b>Highland</b>	<b>13951</b>	<b>1243</b>	<b>42.01</b>	<b>47.50</b>	<b>40.78</b>

5.3 Table 3 shows that re-let times in Nairn have increased above the Highland wide figure of 40.78 days. There were 13 voids in Nairn at the end of March 2017 of which 10 required upgrading works (kitchen/bathroom/heating).

## 6 Rent Arrears

6.1 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 three years. The Highland wide current arrears figure is £1,501,827

6.2 **Table 4 – Current Rent Arrears**

	No of Houses	2014/15 Q4	2015/16 Q4	2016/17 Q4
Nairn	674	55404	101495	62277

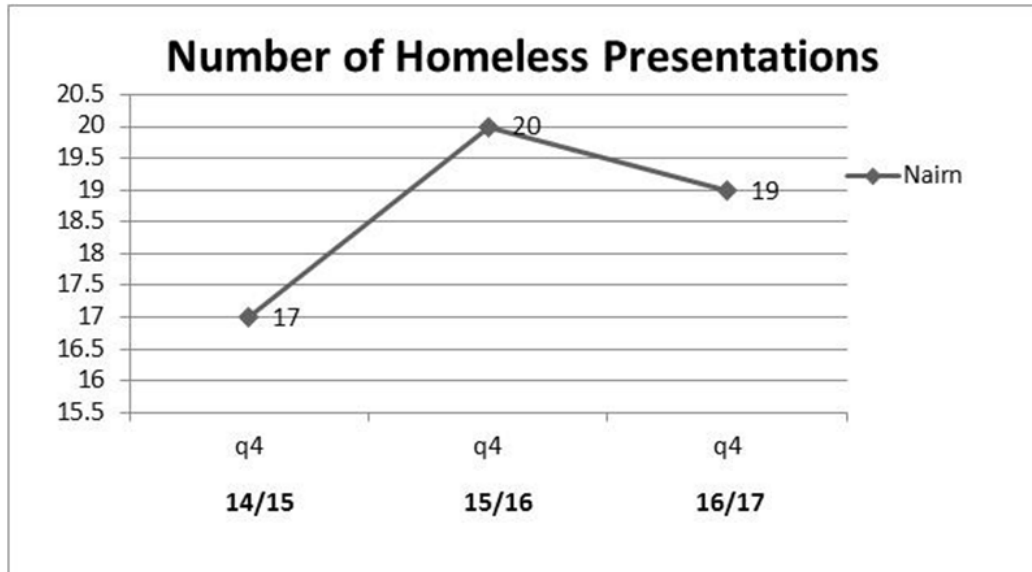
6.3 There has been improvement in rent arrears performance compared to Q4 2015/16. There has also been improvement since Quarter 3 2016/17 when a rent arrears balance of £70,724 was reported to Members at the Nairnshire Area Committee on 20 February 2017.

## 7 Homelessness

7.1 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.

7.2 Table 5 shows the number of homeless presentations received in Nairn charting the same quarter in previous years. Homeless presentations in Nairn remain fairly static.

7.3 There were 293 presentations across Highland at the end of Quarter 4 2016 at 31 March 2017.

**Table 5 - Homeless presentations**

## 8 Housing Revenue Account Capital Programme Update

8.1 The HRA Capital programme was approved at Community Services Committee in November 2016. An appendix report showing progress to date against the programme will be reported to Members at the next Nairnshire Committee.

## 9 Implications

9.1 Resource - There are no resource implications arising from this report.

9.2 Legal - There are no legal implications arising from this report.

9.3 Community (Equality, Poverty and Rural) – There are no equality implications arising from this report.

9.4 Climate Change/Carbon Clever - There are no climate change/Carbon Clever implications arising from this report.

9.5 Risk – Risk is managed through regular review and reporting to allow corrective action to be taken if necessary.

9.6 Gaelic - There are no Gaelic implications arising from this report.

Designation: Director of Community Services

Date: 26 May 2017

Author: Sandra MacLennan, Housing Manager South

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

## Appendix 1

SPI 16/17	16/17	Scottish Average	Target	2016/17				2015/16
				Qtr 4	Qtr 3	Qtr 2	Qtr 1	Qtr 4
Reactive repairs carried out first time Nairn	GREEN	90.2		99.5	99.3	99.5	99.3	99.8
Rent collected as % of rent due Nairn	GREEN	99.5		100.1	100	100.3	103.7	97.1
Gross rent arrears as % of rent due Nairn	GREEN	5.3		4.3	4.9	5.5	5.5	5.9
% rent loss through voids Nairn	GREEN	1.1		0.9	1.3	1.0	1.4	0.9
ASB cases reported and resolved Nairn	RED	83.2		40.0	0.0	0.0	0.0	100
% of new tenancies sustained for more than a year Nairn	AMBER	88.8		85.7	88.9	89.9	92.2	91.7
Tenancy offers refused Nairn	GREEN	42.0	38.0	18.4	26.5	28.6	25.0	21.0
% of lettable houses becoming vacant Nairn	GREEN	8.9	8.9	3.1	3.2	4.7	9.7	10.6
% households requiring temp/eme accomm who receive offer Nairn	GREEN		100	100	100	100	100	100
Ave time in temp/eme accomm Nairn (weeks)				20.4	9.0	12.5	13.8	14.4