

Agenda Item	<b>11</b>
Report No	<b>CIA/8/19</b>

## **HIGHLAND COUNCIL**

**Committee:** City of Inverness Committee

**Date:** 21 February 2019

**Report Title:** Housing Performance Report – 1 April 2018 to 31 December 2018

**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 December 2018.

### **2 Recommendations**

- 2.1 Members are invited to note the information provided on housing performance for the period 01 April 2018 to 31 December 2018.

### 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 **Table 1: Average length of time taken to complete emergency repairs (hours)**

**Target 14 hours**  
**2017/18 SHN Benchmark (Group) – 5.3 hours**

	No of Houses	2016/17				2017/18				2018/19		
		Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Aird & Loch Ness	342	9.8	8.3	9.9	8.8	4.6	6.1	5.5	6.2	4.6	6.5	5.7
Inverness West	564	10.8	9.2	7.0	4.8	3.2	3.7	3.6	3.9	5.5	4.9	4.9
Inverness Central	1910	4.2	4.3	4.4	4.4	4.3	4.1	4.8	4.0	6.1	5.6	4.8
Inverness Ness-Side	478	5.1	7.9	7.5	6.7	3.5	3.6	3.5	3.4	14.6	9.4	3.6
Inverness Millburn	405	4.0	4	3.7	3.7	4.2	5.1	4.8	4.5	5.8	6.4	5.6
Culloden & Ardersier	571	5.9	5.3	5.5	5.6	4.5	4.9	4.9	5.2	3.9	5.1	4.8
Inverness South	107	5.3	3.4	3.6	4	2.2	6.5	6.3	5.4	2.5	4.5	5.2
<b>Highland</b>	<b>14060</b>	<b>6.6</b>	<b>7.2</b>	<b>6.9</b>	<b>6.9</b>	<b>6.4</b>	<b>6.3</b>	<b>6.7</b>	<b>6.4</b>	<b>7.6</b>	<b>8.3</b>	<b>6.4</b>

- 4.4 Performance across all the Inverness Wards is within the 14 hour target and is better than the Highland wide average.
- 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**  
**2017/18 SHN Benchmark (Group) – 6.9 days**

	No of Houses	2016/17				2017/18				2018/19		
		Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Aird & Loch Ness	342	6.7	6.6	6.1	5.5	5.3	6.2	6.8	6.8	6.8	6.4	6.4
Inverness West	564	6.2	6.7	6.5	6	6.5	6.7	7.6	6.9	7.3	7.7	7.6
Inverness Central	1910	6.5	6.3	6.3	6	5	5.4	6.2	6.2	6.4	6.9	6.8
Inverness Ness-Side	478	6.1	5.9	5.8	5.8	3.9	6.7	6.7	6.6	7.5	7.3	6.9
Inverness Millburn	405	6.1	6.4	5.7	5.5	5.7	5.4	5.7	5.5	5.6	6.5	6.4
Culloden & Ardersier	571	6	6	5.9	5.9	5	6	6.9	7.3	6.6	6.6	6.6
Inverness South	107	4.9	5.2	5.3	5.8	5	6.8	6.8	7.2	6.1	5.6	6.6
<b>Highland</b>	<b>14060</b>	<b>6.6</b>	<b>6.9</b>	<b>6.9</b>	<b>6.8</b>	<b>7.6</b>	<b>7.3</b>	<b>7.9</b>	<b>7.4</b>	<b>8.0</b>	<b>7.6</b>	<b>7.5</b>

4.7 Performance across all the Inverness Wards is within the 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.

4.9 **Table 3 : Repairs Service Tenant Satisfaction**

How satisfied were you with the overall repairs service you received?	Quarter 1 2018/19	Quarter 2 2018/19	Quarter 3 2018-19
Inverness	91.87% very/fairly satisfied	90.38%	94.23%
<b>Highland</b>	<b>89.6% very/fairly satisfied</b>	<b>88.44%</b>	<b>94.21%</b>

4.10 Tenant satisfaction surveys for repairs indicate that a large majority of tenants are very or fairly satisfied with the overall repairs service they received for repairs.

## 5 Tenancy Management

5.1 The chart below provides information on the average re-let time showing the trend back three years detailing all quarters for comparison.

## 5.2

**Table 4 : Average re-let time (days) Target 35 days  
2017/18 SHN Benchmark (Group) – 38.2 days**

	No of Houses	No of relets	2016/17				2017/18				2018/19		
			Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Aird & Loch Ness	329	13	22.64	20.92	21.48	22.44	34.00	33.80	32.94	29	28.85	34.11	26.55
Inverness West	564	11	27.88	19.22	24.30	22.92	27.40	30.63	30.00	32.97	23.64	31.22	30.04
Inverness Central	1830	48	27.62	25.19	26.86	26.37	26.22	27.08	31.91	32.71	32.15	37.15	31.21
Inverness Ness-Side	477	8	34.71	26.59	26.95	28.97	31.40	29.00	29.86	30.66	18.50	27.58	30.50
Inverness Millburn	406	9	26.18	22.76	24.61	26.60	21.00	28.28	30.62	33.22	31.56	34.07	35.22
Culloden & Ardersier	571	8	33.13	23.08	23.46	23.45	29.69	32.81	39.62	35.75	30.88	36.63	23.86
Inverness South	107	1	18.00	18.00	35.00	41.00	0.00	0.00	5.00	5.00	27.00	23.50	23.50
<b>Highland</b>	<b>13943</b>	<b>425</b>	<b>49.32</b>	<b>43.63</b>	<b>41.53</b>	<b>40.78</b>	<b>39.07</b>	<b>37.71</b>	<b>39.97</b>	<b>40.86</b>	<b>38.74</b>	<b>39.43</b>	<b>31.48</b>

5.3 Performance against re-letting vacant properties is within the 35 day target for Q3 2018/19 across all Inverness wards apart from Inverness Millburn which is 35.22 days; this is as a result of a delay with the allocation of a property which was refused and had to be re-allocated.

## 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 all quarters in the previous three years. The Highland wide current arrears figure is £2,356,981

6.2 **Table 5 – Current Rent Arrears**

	No of Houses	2016/17				2017/18				2018/19		
		Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Aird & Loch Ness	329	30645	38070	36209	38599	44673	51488	54954	55876	50496	59821	53926
Inverness West	564	52044	60721	66494	69757	94060	111662	106270	103402	95733	106556	107597
Inverness Central	1830	254904	291620	317236	360915	385722	442513	423114	424129	406687	453610	473418
Inverness Ness-Side	477	63874	65921	72862	76873	75889	80758	78839	83445	80390	87862	90012
Inverness Millburn	406	37290	45655	51857	51349	67944	78208	72440	78853	74330	85990	84478
Culloden & Ardersier	571	62256	76077	76255	82477	83076	97211	96607	91985	91978	108252	107479
Inverness South	107	13862	16045	14132	12214	12423	17177	16712	18043	21767	24038	27355

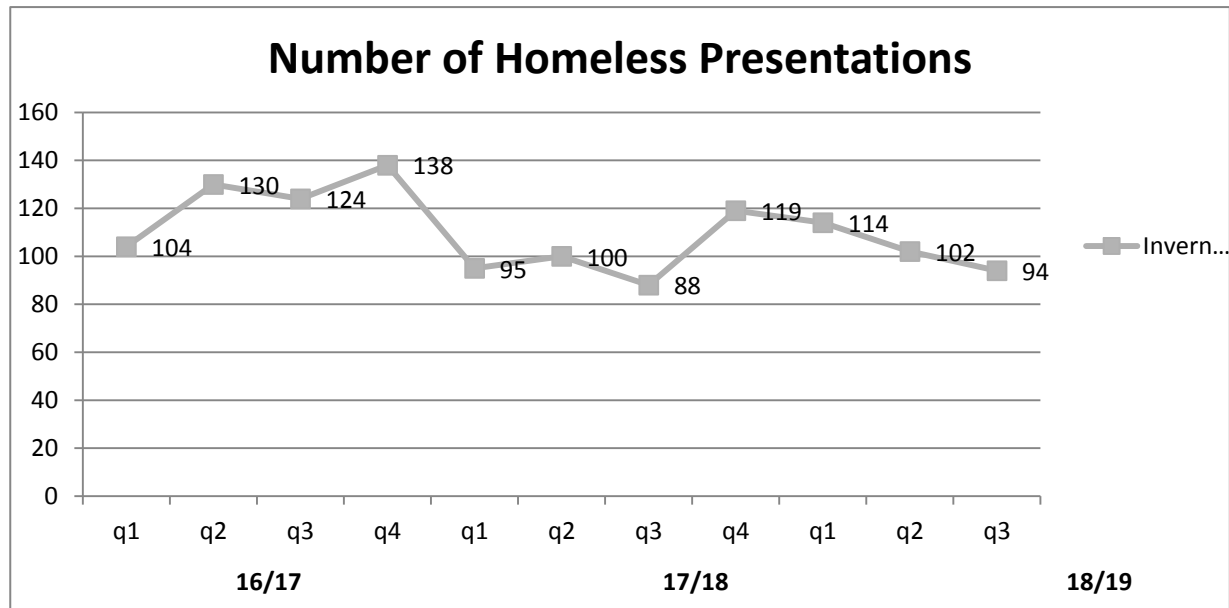
6.3 As previously reported, Welfare Reform and in particular Universal Credit continues to have an impact on Inverness rent arrears. The total value of rent arrears for Inverness has increased from the previous year for Quarter 3. This is consistent with a Highland-wide trend.

## 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 6 shows the number of homeless presentations received by the Inverness Area charting the same quarter in previous years.

7.3 There were 258 homeless presentations in Highland in quarter 3, 94 in the Inverness Area.

**Table 6 - Homeless presentations**

## 8 Implications

- 8.1 Resource - There are no resource implications arising from this report.
- 8.2 Legal - There are no legal implications arising from this report.
- 8.3 Community (Equality, Poverty and Rural) - There are no equality implications arising from this report.
- 8.4 Climate Change / Carbon Clever - There are no climate change/Carbon Clever implications arising from this report.
- 8.5 Risk - Risk is managed through regular review and reporting to allow corrective action to be taken if necessary.
- 8.6 Gaelic - There are no Gaelic implications arising from this report.

Designation: Director of Community Services

Date: 6 February 2019

Author: Sandra MacLennan, Housing Manager South

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

Appendix 1

SPI 18/19	18/19	Scottish Average	Target	2018/19			2017/18	
				Qtr 3	Qtr 2	Qtr 1	Qtr 4	Qtr 3
Reactive repairs carried out first time - Inverness	GREEN	92.23	92	94.74	94.28	93.59	96.32	96.84
Repairs appointments kept - Inverness	GREEN	95.45	95	95.44	94.73	89.75	93.50	92.50
Rent collected as % of rent due - Inverness	AMBER	99.38	99	97.60	97.31	99.07	97.62	97.42
Gross rent arrears as % of rent due - Inverness	AMBER	5.41	5	8.35	8.17	7.49	7.14	7.33
% rent loss through voids - Inverness	GREEN	0.85	1	0.6	0.77	0.93	0.62	0.74
% of new tenancies sustained for more than a year - Inverness	AMBER	88.66	90	89.74	88.32	89.02	92.26	93.07
Tenancy offers refused - Inverness	GREEN	35.86	38	33.0	37.62	32.94	31.65	31.82
% of lettable houses becoming vacant - Inverness	GREEN	8.56	8.9	8.50	7.83	7.87	7.70	7.79
% households requiring temp/ emergency accommodation who receive an offer Inverness	GREEN		100	100	100	100	100	100
Ave time in temporary/ emergency accommodation Inverness (weeks)				23.78	23.02	21.47	20.18	20.53