

Agenda Item	7
Report No	N/12/19

HIGHLAND COUNCIL

Committee: Nairnshire Committee

Date: 12 June 2019

Report Title: Housing Performance Report – 1 April 2018 to 31 March 2019

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 2019.

2 Recommendations

- 2.1 Members are invited to scrutinise the information provided on housing performance for the period 1 April 2018 to 31 March 2019.

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
- 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 Housing Network (SHN) 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
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	Q4
Nairn & Cawdor	686	2.8	3.1	3.1	2.9	3.4	3.4	3.2	3.0	2.6	2.8	2.6	2.8
Highland	14062	6.6	7.2	6.9	6.9	6.4	6.3	6.7	6.4	7.6	8.3	6.4	5.8

- 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	Q4
Nairn & Cawdor	686	3.4	3.7	3.7	3.6	3.1	3.6	3.7	3.4	3.5	3.5	3.3	3.2
Highland	14062	6.6	6.9	6.9	6.8	7.6	7.3	7.9	7.4	8.0	7.6	7.5	7.2

- 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
2017/18 SHN Benchmark (Group) – 38.2 days**

	No of Houses	No of relets	2016/17 Q4	2017/18 Q4	2018/19 Q4
Nairn & Cawdor	686	58	49.75	34.34	36.53
Highland	14062	1229	40.78	40.86	39.91

5.3 Table 3 shows that re-let times in Nairn are slightly over the target 35 days. There were four void sheltered housing properties which took more than 50 days to process, this was due to the extent of repairs required and a property being refused which had to be reallocated.

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 £2,120,982

6.2 **Table 4 – Current Rent Arrears**

	No of Houses	2016/17 Q4	2017/18 Q4	2018/19 Q4
Nairn & Cawdor	686	62277	69937	75598

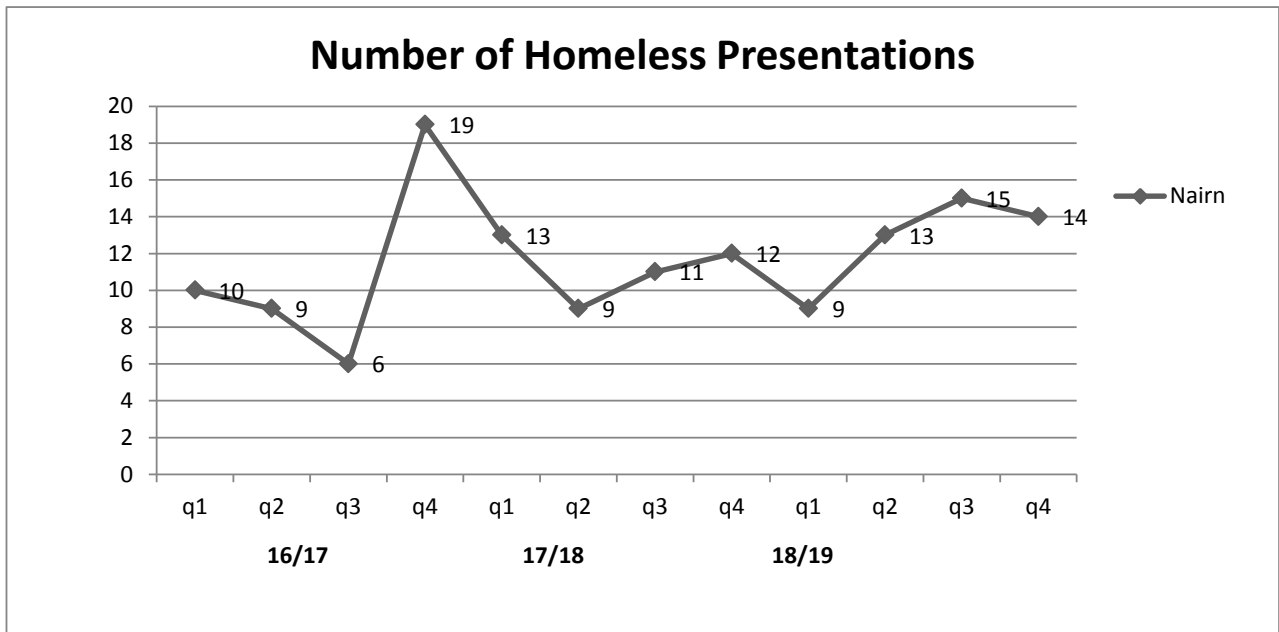
6.3 There has been an increase in rent arrears compared to Quarter 4 2017/18. As previously reported Universal Credit has impacted on rent arrears across Highland. The Nairn team continue to have a focus on rent arrears providing assistance to tenants where it is known they are in receipt of Universal Credit by referring to specialist money advice services.

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.

7.3 There were 259 presentations across Highland at the end of Quarter 4 31 March 2019, 14 presentations were in Nairn.

Table 5 - Homeless presentations

8 HRA Capital Programme

8.1 An update on the HRA Capital Programme is being provided separately to Members and will be presented through attendance at ward business meeting. Henceforth, updates on the 2019-20 HRA Capital Programme will be provided to Nairnshire Committee as required. Progress on the HRA Capital Programme is also reported quarterly to Development and Infrastructure 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: 30 May 2019

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

Appendix 1

SPI 18/19	18/19	Scottish Average	Target	Qtr 4	Qtr 3	Qtr 2	Qtr 1	Qtr 4
Reactive repairs carried out first time - Nairn	GREEN	92.23	92	100	100	100	100	99.06
Rent collected as % of rent due - Nairn	GREEN	99.38	99	99.50	99.06	98.70	99.46	99.40
Gross rent arrears as % of rent due - Nairn	GREEN	5.41	5	4.37	4.68	4.52	4.12	3.45
% rent loss through voids - Nairn	GREEN	0.85	1	0.74	0.82	1.10	1.17	0.60
% of new tenancies sustained for more than a year - Nairn	AMBER	88.66	90	89.19	94.00	95.24	94.20	95.31
Tenancy offers refused - Nairn	GREEN	35.86	38	18.60	22.86	21.74	15.38	16.67
% of lettable houses becoming vacant Nairn	GREEN	8.56	8.9	6.56	5.84	5.55	6.46	5.00
% households requiring temporary emergency accommodation who receive offer Nairn	GREEN		100	100	100	100	100	100
Average time in temporary emergency accommodation Nairn				33.28	29.82	24.50	20.04	22.55