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| Agenda Item | 9 |
| Report No | N/18/19 |

HIGHLAND COUNCIL

Committee: Nairnshire Committee

Date: 11 September 2019

Report Title: Housing Performance Report – 1 April 2019 to 30 June 2019

Report By: Interim Chief Officer Resources (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 30 June 2019.

2 Recommendations

- 2.1 Members are asked to consider the information provided on housing performance in the period 1 April 2019 to 30 June 2019.

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) - here 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 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. Information on other performance indicators for housing management is presented in tabular format at **Appendix 1**.
- 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 14 hours
2019/20 SHN Benchmark (Group) – 4.91 hours

| EME | No of Houses | 2018/19 | | | | 2019/20 |
|-----------------|--------------|------------|------------|------------|------------|------------|
| | | Q1 | Q2 | Q3 | Q4 | Q1 |
| Nairn & Cawdor | 686 | 2.6 | 2.8 | 2.6 | 2.8 | 3.8 |
| Highland | 14101 | 7.6 | 8.3 | 6.4 | 6.4 | 4.7 |

- 5.4 Performance is within the 14-hour target and better than the Highland wide average.
- 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 days
2019/20 SHN Benchmark (Group) – 6.64 days

| NON-EME | No of Houses | 2018/19 | | | | 2019/20 |
|-----------------|--------------|------------|------------|------------|------------|------------|
| | | Q1 | Q2 | Q3 | Q4 | Q1 |
| Nairn & Cawdor | 686 | 3.5 | 3.5 | 3.3 | 3.2 | 4.0 |
| Highland | 14101 | 8.0 | 7.6 | 7.5 | 7.2 | 5.1 |

- 5.7 Performance is within the 8 day target and better than the Highland wide average.
- 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 back two years and highlighting the same quarter in previous year for comparison.

6.2 **Table 3 : Average re-let time (days) Target 35 days
2019/20 SHN Benchmark (Group) – 39.64 days**

| Avg relet time | No of Houses | No of relets | 2018/19 | | | | 2019/20 |
|-----------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| | | | Q1 | Q2 | Q3 | Q4 | Q1 |
| Nairn & Cawdor | 686 | 9 | 25.19 | 34.08 | 27.9 | 36.53 | 25.22 |
| Highland | 14101 | 250 | 39.07 | 39.43 | 31.48 | 39.91 | 36.00 |

- 6.3 Performance is within the 35 day target and better than the Highland wide average.

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 same quarter in the previous two years.

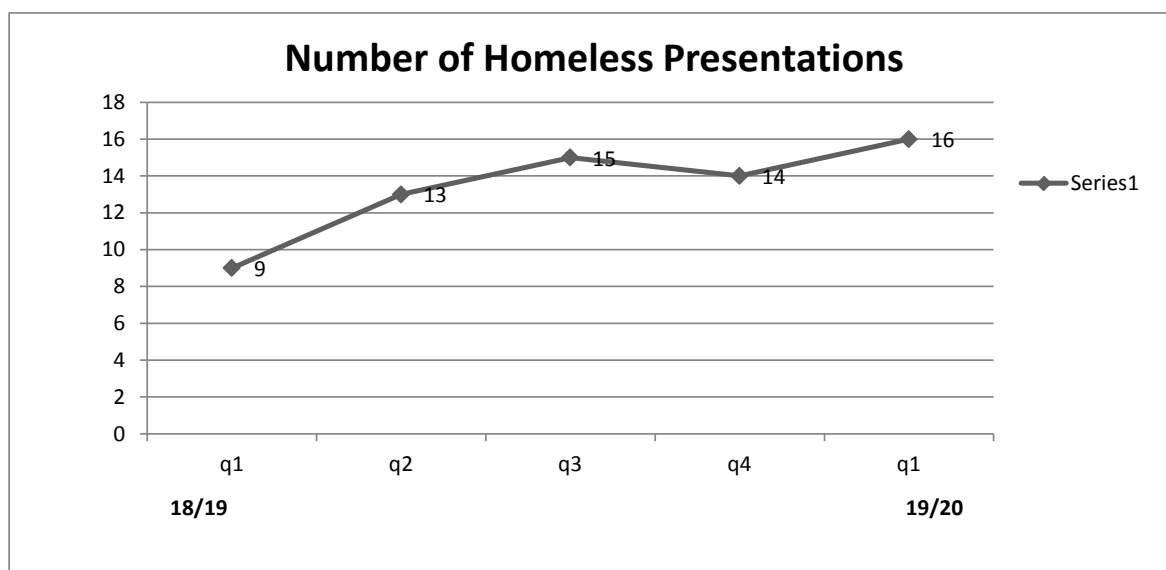
7.2 **Table 4 – Current Rent Arrears**

| Rent arrears | No of Houses | 2018/19 | | | | 2019/20 |
|----------------|--------------|---------|-------|-------|-------|---------|
| | | Q1 | Q2 | Q3 | Q4 | Q1 |
| Nairn & Cawdor | 686 | 69425 | 82692 | 82333 | 75598 | 69999 |

- 7.3 Rent arrears have reduced in quarter 1. Rent arrears remain a priority for the Nairn team.

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 number of homeless presentations received.
- 8.3 There were 309 presentations across Highland at the end of Q1 2019. 16 presentations were in Nairnshire.

Table 5 - Homeless presentations

9 HRA Capital programme

- 9.1 Appendix 2 provides an update on the 2019-20 HRA capital Programme for Nairnshire to end June 2019.
- 9.2 The HRA Capital Programme 2019-2021 was approved by Nairnshire Area Committee on 12 September 2018. Members are updated on the present financial year programme of 2019-20 and are advised that preparatory works will be carried out on 2020-21 contracts in advance of the financial year.
- 9.3 Where works have yet not commenced on the 2019-20 programme, tenant engagement is underway with through Tenant Liaison Officers and the local Housing Team. Timescales for commencing works are being communicated to tenants through our Tenant Liaison Officers.
- 9.4 Kitchen Contract
Members will note that kitchen contracts are being retendered in order to deliver better value for money as the tender prices received were deemed as unacceptably high. Tenant Liaison Officers continue to be in touch with tenants to communicate any delays.
- 9.5 Environmental Capital Projects
Local teams are organising 'rate your estate' walkabouts and continue to engage with Members and tenants in order to identify and develop priority projects for HRA estates. Officers will attend ward business meetings over the coming months to discuss potential projects which have been identified.

Designation: Interim Chief Officer Resources (Community Services)

Date: 19 August 2019

Author: Sandra MacLennan, Housing Manager (South)

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

APPENDIX 1

| SPI 19/20 | 19/20 | Scottish Average | Target | 2019/20 | 2018/19 | | | |
|---|-------|------------------|--------|---------|---------|-------|-------|-------|
| | | | | Qtr1 | Qtr 4 | Qtr 3 | Qtr 2 | Qtr 1 |
| Reactive repairs carried out first time - Nairn | GREEN | 90.07 | 92 | 97.65 | 100 | 100 | 100 | 100 |
| Rent collected as % of rent due - Nairn | GREEN | 99.02 | 99 | 100.86 | 99.50 | 99.06 | 98.70 | 99.46 |
| Gross rent arrears as % of rent due - Nairn | GREEN | 6.46 | 5 | 4.08 | 4.37 | 4.68 | 4.52 | 4.12 |
| % rent loss through voids - Nairn | GREEN | 1.08 | 1 | 0.93 | 0.74 | 0.82 | 1.10 | 1.17 |
| Ave time in temporary emergency accommodation - Nairn | | | | 35.63 | 33.28 | 29.82 | 24.50 | 20.04 |
| % of new tenancies sustained for more than a year - Nairn | GREEN | 87.01 | 90 | 92.68 | 89.19 | 94.00 | 95.24 | 94.20 |
| Tenancy offers refused - Nairn | GREEN | 51.46 | 38 | 0.00 | 18.60 | 22.86 | 21.74 | 15.38 |
| % of lettable houses becoming vacant Nairn | GREEN | 9.22 | 8.9 | 5.83 | 6.56 | 5.84 | 5.55 | 6.46 |
| % households requiring temporary emergency accommodation who receive an offer Nairn | GREEN | | 100 | 100 | 100 | 100 | 100 | 100 |

APPENDIX 2

| Project Title | total budget | Spend to date | estimated outturn 2019/20 | Comments | RAG rating |
|---|--------------|---------------|---------------------------|--|------------|
| EQUIPMENT & ADAPTATIONS | | | | | |
| Equipment & adaptations Nairn | £50,000 | £17,799 | £70,000 | Works carried out on demand following referrals from Occupational Therapists. Anticipated overspend due to rate of demand in financial year. | |
| FREE FROM SERIOUS DISREPAIR | | | | | |
| CSH19051 Windows & Doors Replacements - Nairn | £200,000 | £15,225 | £192,816 | Survey works underway - tenders due to be issued. Anticipated completion of works within financial year. Works due on site end January 2020. | |
| ENERGY EFFICIENCY | | | | | |
| Heating replacements Nairn | £50,000 | £9,378 | £50,000 | One-off heating failures. Works carried out through local team. Anticipated to be on budget due to current failure rate. | |
| CSH19039 Heating Replacements - Nairn | £220,000 | £2,099 | £214,500 | Survey works underway. Anticipated that works will be completed on site within financial year. | |
| MODERN FACILITIES & SERVICES | | | | | |
| Bathroom/kitchen/window replacements Nairn | £50,000 | £10,256 | £50,000 | One-off bathroom, kitchen, windows failures carried out on demand through local team. Anticipated to be on budget. | |
| CSH19047 Bathrooms - Nairn | £157,000 | £5,440 | £153,075 | Survey works underway. Anticipated start on site early in new year. | |
| CSH19048 Kitchens - Nairn | £243,000 | £6,260 | £243,000 | Survey works underway. Works being tendered with additional 23 no. Nairn addresses from CSH18014 being added to project to provide best value. Anticipated completion within present financial year. | |
| HEALTHY, SAFE & SECURE | | | | | |
| External fabric Nairn | £33,824 | £0 | £33,824 | External fabric works carried out through local team, subject to ongoing surveys. Anticipated full spend in financial year. | |
| CSH19071 Rewires Nairn | £100,000 | £137 | £100,000 | Project currently being set up and to be delivered through existing re-wiring framework. Anticipated completion within financial year. | |
| STRUCTURAL & ENVIRONMENTAL | | | | | |
| Environmental improvements Ward 18 | £89,100 | £3,791 | £89,100 | Member led budget. Options for projects to be presented to Members at upcoming ward business meeting. Anticipated full spend in financial year | |