

Agenda Item	<b>5</b>
Report No	<b>NC/04/21</b>

## HIGHLAND COUNCIL

**Committee:** Nairnshire Committee

**Date:** 10 March 2021

**Report Title:** Housing Performance Report – 1 April 2020 to 31 December 2020

**Report By:** Executive Chief Officer Housing and Property

### **1 Purpose/Executive Summary**

- 1.1 This report provides information on how the Housing Service performed in relation to the Scottish Social Housing Charter and other performance indicators up to 31 December 2020.

### **2 Recommendations**

- 2.1 Members are invited to consider the information provided on housing performance in the period 1 April 2020 to 31 December 2020.

### **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 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](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) – 4.8 hours**

EME	No of Houses	2019/20				2020/21		
		Q1	Q2	Q3	Q4	Q1	Q2	Q3
Nairn & Cawdor	717	3.8	3.7	3.7	3.8	8.2	6.0	5.4
Highland	14296	4.7	4.8	5.3	6.0	4.5	5.7	6.9

- 5.4 The average response time for emergency repairs in Nairnshire for Quarter 3 is 5.4 hours which is within the 14 hour target.
- 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) – 6.6 days**

NON-EME	No of Houses	2019/20				2020/21		
		Q1	Q2	Q3	Q4	Q1	Q2	Q3
Nairn & Cawdor	717	4.0	3.9	3.7	3.9	2.9	5.0	4.5
Highland	14296	5.1	4.8	5.0	5.3	7.9	12.4	10.8

5.7 Non-emergency repairs performance for Quarter 3 is 4.5 days which is within target but higher than the same time in the previous year. During Quarter 3 2020/21, repairs performance was impacted by Covid. The Service priority was to deliver emergency and high priority repairs only, this resulted in a backlog of non-emergency repairs.

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) – 40.9 days**

Avg relet time	No of Houses	No of relets	2019/20				2020/21		
			Q1	Q2	Q3	Q4	Q1	Q2	Q3
Nairn & Cawdor	717	46	25.22	47.59	39.78	44.69	7.67	26.33	27.13
<b>Highland</b>	<b>14296</b>	<b>588</b>	<b>36.00</b>	<b>34.60</b>	<b>32.89</b>	<b>35.77</b>	<b>45.86</b>	<b>53.24</b>	<b>46.01</b>

6.3 Re-let times for Quarter 3 in Nairnshire are 27.13 days, this 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 three years.

7.2 **Table 4 – Current Rent Arrears**

Rent arrears	No of Houses	2019/20				2020/21		
		Q1	Q2	Q3	Q4	Q1	Q2	Q3
Nairn & Cawdor	717	69,999	84,050	71,432	92,905	115,470	122,018	120,009

7.3 Rent arrears have decreased in Quarter 3 2020/21. We normally see a reduction in rent arrears in Quarter 3, this is due to the two rent free weeks in December.

7.4 The Nairn area team continue to have a focus on rent arrears contacting tenants to offer advice and assistance, discussing repayment of rent arrears and where appropriate signposting to specialist money advice services.

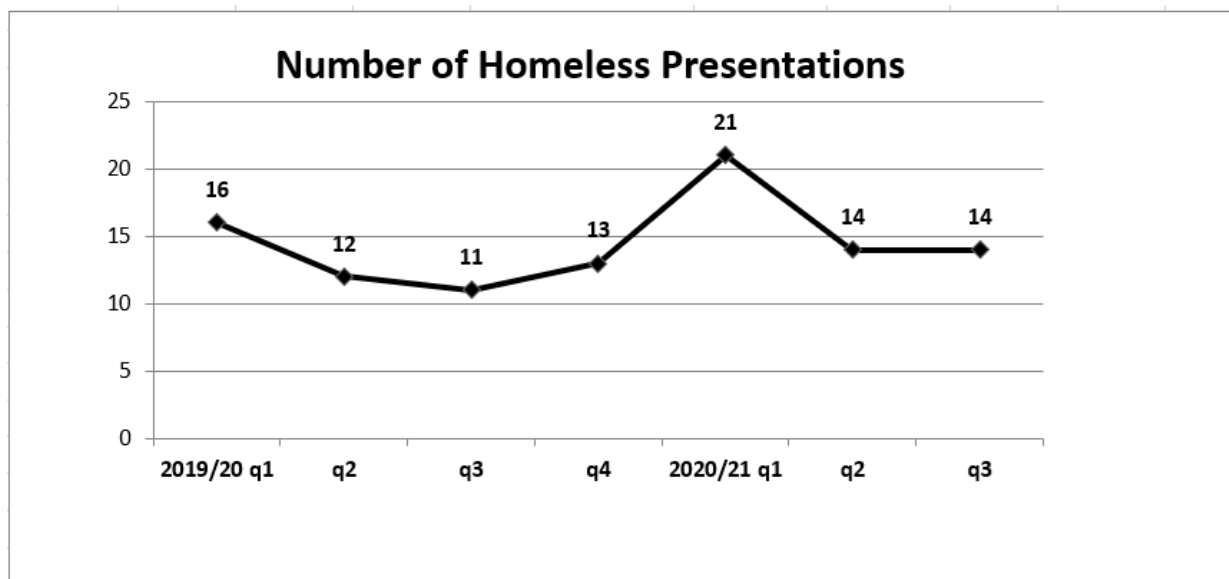
## 8 Homelessness

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 227 presentations across Highland at the end of Q3 2020, 14 presentations were in Nairnshire.

8.4 **Table 5 - Homeless presentations**



## 9 Housing Revenue Account Capital Programme Update

9.1 All capital works were stopped on site during the national lockdown period in Spring and early Summer 2020. From 20 July 2020, capital works re-started on several projects. This focused initially on external works and completing outstanding works rather than initiating new works. Owing to updated working practices in line with Government guidance, works were being delivered far more slowly than in normal circumstances. Estimated outturns for the present year over all the HRA capital programme were reported to Housing and Property Committee in December 2020.

9.2 In light of recent further restrictions and in line with Government guidance, works are again suspended until such time as guidance allows for a restart. Tenant liaison officers are making contact with tenants to communicate the further delays and address any concerns and will be contacted again in advance of any works re-commencing. All underspent funds from 2020-2021 will be carried forward into 2021-2022.

9.3 Following approval of the 2021-22 Nairnshire HRA capital programme at local area committee on 16 September 2020, projects are being initiated in order to progress as soon as possible early in the next financial year and once restrictions allow.

Designation: Executive Chief Officer Housing and Property

Date: 27 January 2021

Author: Sandra MacLennan Housing Manager (South)

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

APPENDIX 1

SPI 20/21	20/21	Scottish Average	Target	2020/21			2019/20
				Qtr3	Qtr2	Qtr1	Qtr4
Reactive repairs carried out first time - Nairn	GREEN	92.23	92.00	97.16	96.05	99.05	98.97
Rent collected as % of rent due - Nairn	GREEN	99.38	99.00	99.80	99.13	99.38	98.99
Gross rent arrears as % of rent due - Nairn	AMBER	5.41	5.00	5.18	5.14	4.98	4.85
% rent loss through voids - Nairn	GREEN	0.85	1.00	0.64	0.38	0.03	0.61
% of new tenancies sustained for more than a year - Nairn	GREEN	88.66	90.00	90.00	89.58	87.76	92.45
Tenancy offers refused - Nairn	GREEN	35.86	38.00	11.54	10.81	0.00	9.68
% of lettable houses becoming vacant Nairn	GREEN	8.56	8.90	8.65	8.09	4.51	4.80
% households requiring temporary emergency accommodation who receive offer Nairn	GREEN		100	100	100	100	100
Average time in temporary emergency accommodation Nairn (weeks)				46.38	41.53	35.48	33.31