

(25) Mr D Macpherson

To the Chair of the Housing & Property Committee

How many people are currently waiting patiently on the Highland Council's Housing List for an available council house or housing association house, and how does Highland Council correspond with these people to update them on their status and place in the housing queue?

There are 9,660 applicants on the Highland Housing Register (as at 26 November 2021).

After a housing application is assessed applicants are sent a letter providing a breakdown of their points categories and confirming the letting areas they have chosen. If an applicant amends their letting areas or has a change in their housing need points a new confirmation letter is sent to them.

On the anniversary of the application, we send out a "Re-Registration letter". In this letter we provide confirmation of points categories and applicants are invited to state if they wish to remain on the housing register and update us on any changes of circumstance.

Applicants are also able to directly contact their local housing office to provide any update on their circumstances and enquire about their housing application.

Applications are prioritised based on points categories reflecting housing needs rather than length of time spent on the register. We do not routinely provide details of "position" on the list, as this can change and result in disappointment.

We do encourage applicants to discuss housing prospects with local Housing Options staff and to use the housing prospects tool on the Council website: [Demand and supply – your housing prospects | Apply for a house | The Highland Council](#).