

Agenda Item	6
Report No	NC/11/23

HIGHLAND COUNCIL

Committee: **Nairnshire Committee**

Date: **15 May 2023**

Report Title: **Housing Performance Report – 1 April 2022 – 31 March 2023**

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 March 2023

2 Recommendations

- 2.1 Members are invited to consider the information provided on housing performance in the period 1 April 2022 to 31 March 2023.

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
- 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
2021/22 SHN Benchmark (Group) – 4.2 hours

EME	No of Houses	2021/22	2022/23			
		Q4	Q1	Q2	Q3	Q4
Nairn & Cawdor	732	-	17.2	12.6	5.1	5.6
Highland	14850	-	10.5	8.1	7.7	5.5

- 5.4 Performance in Nairnshire is 5.6 hours and well 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
2021/22 SHN Benchmark (Group) – 8.9 days

NON-EME	No of Houses	2021/22	2022/23			
		Q4	Q1	Q2	Q3	Q4
Nairn & Cawdor	732	-	7.5	6.0	7.1	6.7
Highland	14850	-	7.2	6.3	6.8	7.6

- 5.7 Non-emergency repairs performance for Quarter 4 remains 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 at table 3 provides information on the average re-let time for all void properties, highlighting the same quarter in the previous year for comparison, these figures are reported to the Scottish Housing Regulator.

6.2 **Table 3 : Average re-let time (days) Target 35 days
2021/22 SHN Benchmark (Group) – 51.6 days**

Avg relet time, ARC	No of Houses	No of relets	2021/22	2022/23			
			Q4	Q1	Q2	Q3	Q4
Nairn & Cawdor	732	54	33.5	19.0	18.1	14.3	15.5
Highland	14850	1353	35.5	40.6	35.1	32.8	32.1

- 6.3 Performance in Quarter 4 in Nairnshire is 15.5 days which is well 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 last 5 Quarters.

7.2 **Table 4 – Current Rent Arrears**

Rent arrears		2021/22	2022/23			
	No of Houses	Q4	Q1	Q2	Q3	Q4
Nairn & Cawdor	732	114,666	110,830	138,219	146,630	159,991

- 7.3 Rent arrears have increased in quarter 4 which is the trend across Highland.
- 7.4 The Cost of Living (Tenant Protection)(Scotland) Act 2022 introduced a ban on eviction until September 2023. However where there are substantial rent arrears i.e. where rent arrears are equal to or more than £2,250 (6 months' average rent in the Scottish social rented sector) then enforcement action can be taken. The Councils arrears policy is followed and court action will only be taken where all attempts to get a tenants to repay their rent arrears have failed. The Council is reviewing all cases over £2,250 and enforcement action is being taken where appropriate.
- 7.5 The Nairnshire team will continue to have a focus on carrying out home visits to encourage engagement from those tenants who are experiencing difficulty paying their rent. We will also signpost to specialist services for advice i.e CAB the Council's Welfare Advice Team.

8 Homelessness

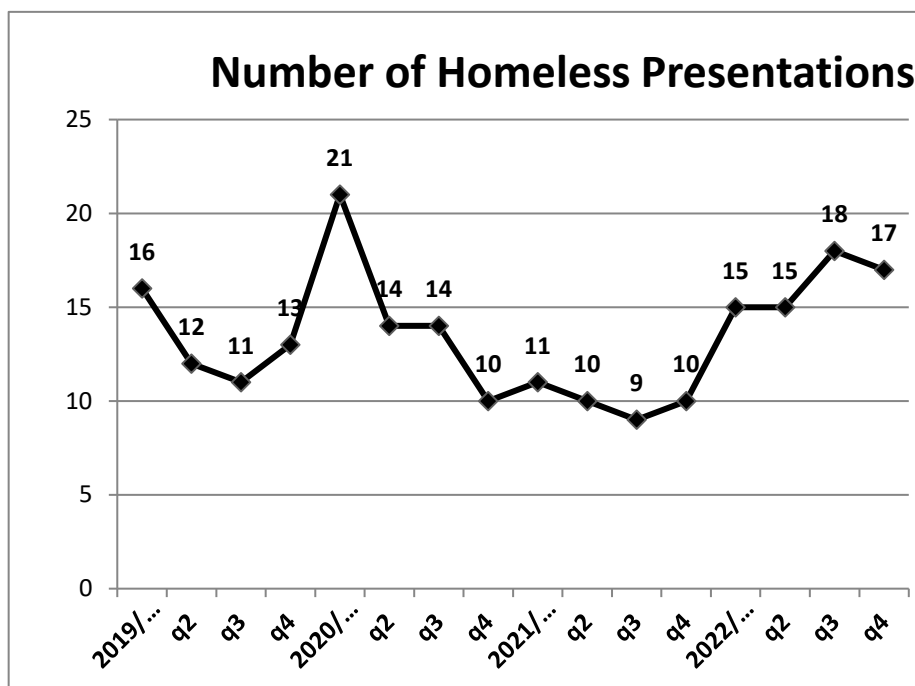
8.1 Performance information on homelessness is not collected as part of the Scottish Social Housing Charter return, however a number of indicators have been agreed for reporting to Local Committees.

8.2 Table 5 shows the number of homeless presentations received.

8.3 There were 372 presentations across Highland at the end of Quarter 4 2023. 17 presentations were in Nairnshire.

8.4

Table 5 - Homeless Presentations



Designation: Executive Chief Officer Housing and Property

Date: 15 May 2023

Author: Sandra MacLennan, Housing Manager

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