

Agenda Item	7
Report No	SR/4/24

HIGHLAND COUNCIL

Committee: Skye & Raasay Committee

Date: 12 February 2024

Report Title: Housing Performance Report – 1 April 2023 to 31 December 2023

Report By: Executive Chief Officer – Property and Housing

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 December 2023.

2. Recommendations

2.1 Members are asked to:

Note the information provided on housing performance in the period 1 April 2023 – 31 December 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 **Health and Safety** – There are no Health and Safety implications arising from this report.

3.7 **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 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
- 4.3 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.
- 4.4 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
2022/23 SHN Benchmark (Group) – 4.2 hours

EME	No of Houses	2022/23		2023/24		
		Q3	Q4	Q1	Q2	Q3
Skye	384	7.5	16.2	3.3	4.2	4.8
Highland	14980	7.7	5.5	4.0	4.7	3.6

- 5.4 The average response time for emergency repairs remains within the performance target of 14 hours.
- 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
2022/23 SHN Benchmark (Group) – 8.7 days

NON-EME	No of Houses	2022/23		2023/24		
		Q3	Q4	Q1	Q2	Q3
Skye	384	6.7	6.4	5.7	5.6	6.1
Highland	14980	6.8	7.6	7.0	7.1	7.9

- 5.7 The average non-emergency repair time in Skye is within the performance target of 8 days.

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 compared to previous quarters.

6.2 **Table 3 : Average re-let time (days) Target 35 days
2022/23 SHN Benchmark (Group) – 55.6 days**

Avg relet time, ARC	No of Houses	No of relets	2022/23		2023/24		
			Q3	Q4	Q1	Q2	Q3
Skye	384	29	46.26	42.24	45.22	50.33	44.72
Highland	14980	621	32.84	32.07	36.37	33.74	35.76

6.3 Improved performance during Quarter 3 has significantly improved the cumulative average performance. The average re-let time remains above the target and Highland average. Delays are being caused, in part, due to lack of available resources to carry out some works.

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	2022/23		2023/24		
		Q3	Q4	Q1	Q2	Q3
Skye	384	112,711	121,202	103,208	106,653	96,531

7.3 Rent arrears for Quarter 3 have decreased from Quarter 2. The Housing team continue to provide support, help and advice to all tenants facing financial hardship, signposting tenants to partner services who can provide specialist advice.

7.4 The Cost of Living (Scotland) Act was passed by the Scottish Government on 6 October 2022. This has temporarily suspended evictions in most circumstances, although social landlords are still able to evict where tenants have been found responsible for ongoing anti-social behaviour and where tenants are in arrears of over £2,250.

7.5 Where attempts to get tenants to engage with the housing team and make arrangements to repay their arrears have failed, we are progressing these high level cases through court in accordance with the Council arrears policy.

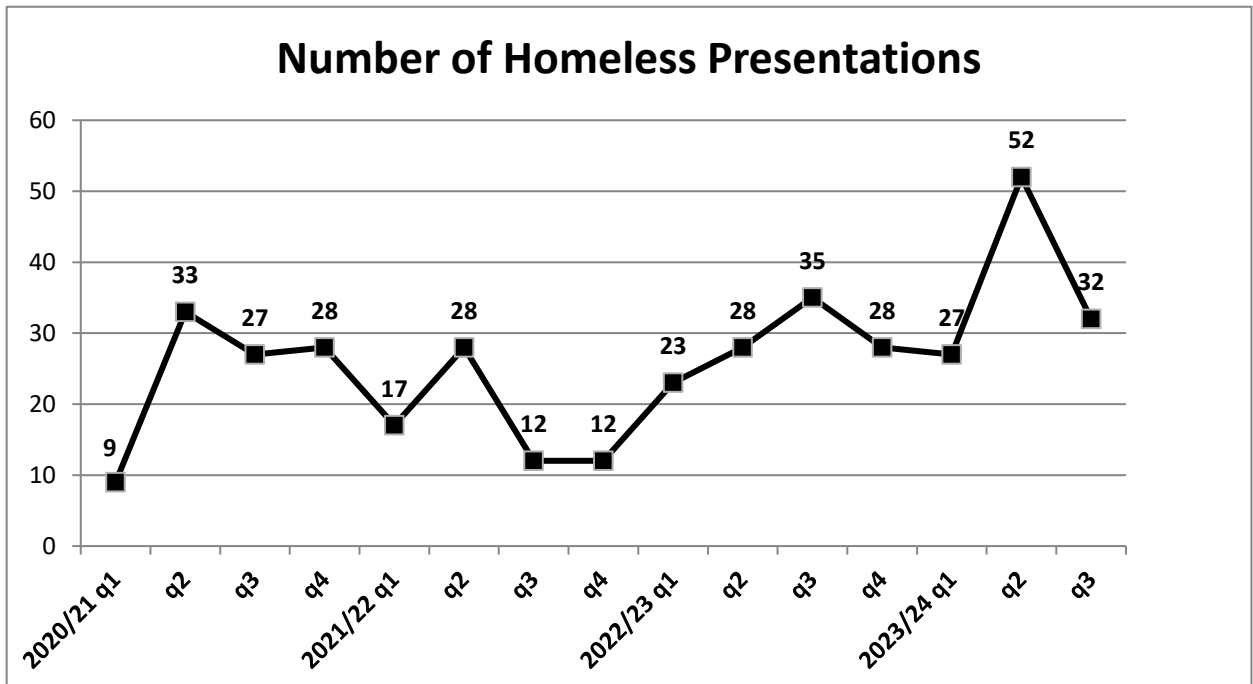
8 Homelessness

8.1 Performance information on homelessness is not collected as part of the Scottish Social Housing Charter return, however the following indicator has been agreed for reporting to Local Committees.

8.2 Table 5 shows the number of homeless presentations received.

8.3 There were 311 presentations across Highland at the end of Q3 2023/24. 32 of these were on Skye.

8.4 **Table 5 - Homeless Presentations**



Designation: Executive Chief Officer – Property and Housing

Date: 12 February 2024

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