

Agenda Item	<b>4.</b>
Report No	<b>NC/07/24</b>

## HIGHLAND COUNCIL

**Committee:** Nairnshire Committee

**Date:** 13 May 2024

**Report Title:** Housing Performance Report – 1 April 2023 – 31 March 2024

**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 2024.

### 2 Recommendations

- 2.1 Members are asked to:

**Note** the information provided on housing performance in the period 1 April 2023 – 31 March 2024.

### 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** - (risks arising from changes to plant, equipment, process, or people)

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 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 12 hours**  
**2022/23 SHN Benchmark (Group) – 4.2 hours**

EME	No of Houses	2022/23	2023/24			
		Q4	Q1	Q2	Q3	Q4
Nairn & Cawdor	734	5.6	9.1	8.7	7.3	6.8
<b>Highland</b>	<b>15017</b>	<b>5.5</b>	<b>4.0</b>	<b>4.7</b>	<b>3.6</b>	<b>4.1</b>

5.4 Performance in Nairnshire is within the 12 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 8.9 days**  
**2022/23 SHN Benchmark (Group) – 8.7 days**

NON-EME	No of Houses	2022/23	2023/24			
		Q4	Q1	Q2	Q3	Q4
Nairn & Cawdor	734	6.7	4.6	4.5	5.1	5.4
<b>Highland</b>	<b>15017</b>	<b>7.6</b>	<b>7.0</b>	<b>7.1</b>	<b>7.9</b>	<b>9.2</b>

- 5.7 Non-emergency repairs performance for Quarter 4 remains within the 8.9 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  
2022/23 SHN Benchmark (Group) – 55.6 days**

Avg relet time, ARC	No of Houses	No of relets	2022/23	2023/24			
			Q4	Q1	Q2	Q3	Q4
Nairn & Cawdor	734	30	15.5	34.6	24.5	23.8	27.3
<b>Highland</b>	<b>15017</b>	<b>1180</b>	<b>32.1</b>	<b>36.4</b>	<b>33.7</b>	<b>35.8</b>	<b>38.7</b>

- 6.3 Performance in Quarter 4 in Nairnshire is 27.3 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		2022/23	2023/24			
	No of Houses	Q4	Q1	Q2	Q3	Q4
Nairn & Cawdor	734	159,991	152,487	165,931	159,283	146,464

- 7.3 Rent arrears have decreased in Quarter 4 2023/24 and have improved when compared with Quarter 4 2022/23.
- 7.4 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 the Council's Welfare Advice Team, CAB etc.

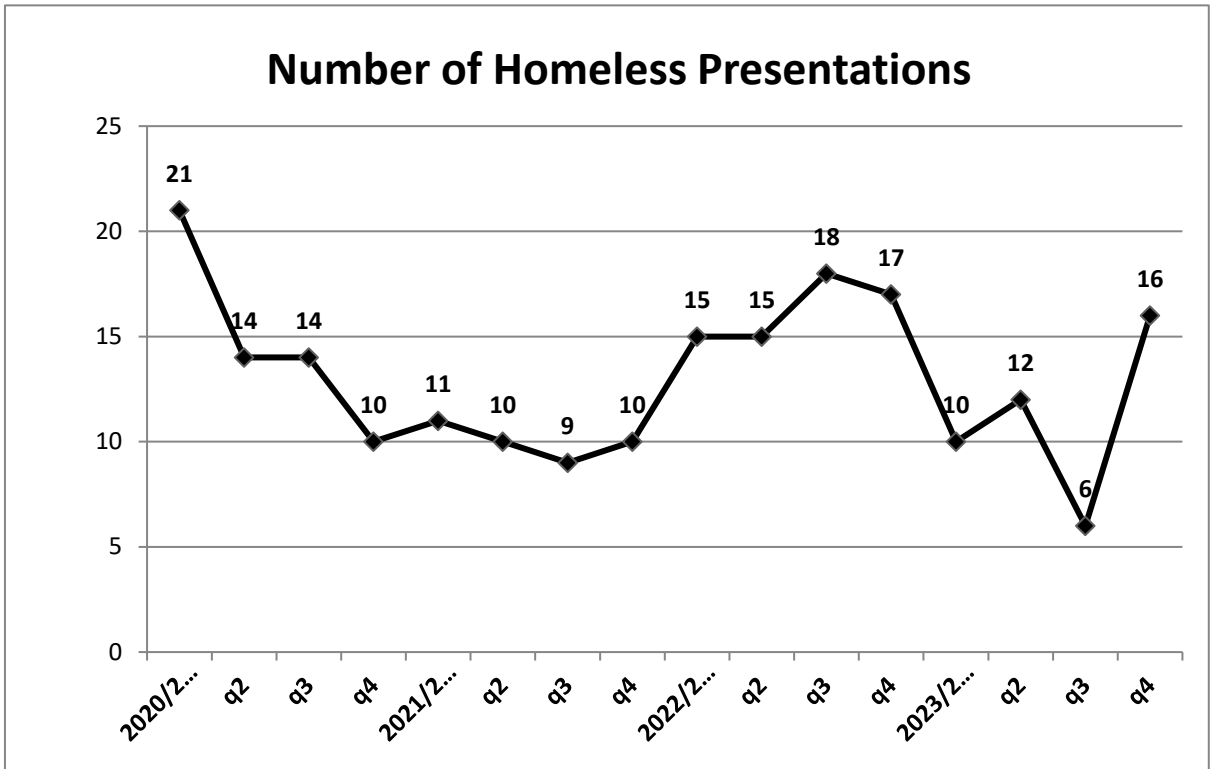
## 8 Homelessness

- 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 386 presentations across Highland at the end of Quarter 4 2023. 16 presentations were in Nairnshire.

8.4

Table 5 - Homeless Presentations



Designation:	Executive Chief Officer Housing and Property
Date:	13 May 2024
Author:	Sandra MacLennan, Housing Manager Lee Marchi, Principal Housing Officer
Background Papers:	Scottish Housing Regulator: The Scottish Social Housing Charter: Indicators and Context Information