

The Highland Council

Agenda Item	7
Report No	WRSL/05/25

Committee: Wester Ross, Strathpeffer and Lochalsh

Date: 20 January 2025

Report Title: Housing Performance Report – 1 April 2024 to 30 September 2024

Report By: Assistant Chief Executive - Place

1 Purpose/Executive Summary

- 1.1 This report provides information on how the Housing Service performed in relation to Scottish Social Housing Charter and other performance indicators up to 30 September 2024.

2 Recommendations

- 2.1 Members are asked to:

Note the information provided on housing performance in the period 1 April 2024 – 30 September 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.

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 12 hours

2023/24 SHN Benchmark (Group) – 4.0 hours

EME	No of Houses	2023/24			2024/25	
		Q2	Q3	Q4	Q1	Q2
Wester Ross, Strathpeffer & Lochalsh	540	4.0	4.3	5.2	4.0	3.8
Highland	15138	4.7	3.6	4.1	3.4	3.4

5.4 Emergency repairs remains within the target of 12 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 8.9 days

2023/24 SHN Benchmark (Group) – 9.0 days

NON-EME	No of Houses	2023/24			2024/25	
		Q2	Q3	Q4	Q1	Q2
Wester Ross, Strathpeffer & Lochalsh	540	7.9	10.4	13.6	6.0	6.9
Highland	15138	7.1	7.9	9.2	6.1	6.6

5.7 Non emergency repairs performance is within the target of 8.9 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, showing the trend for the last 5 Quarters.

6.2 **Table 3: Average re-let time (days) Target 35 days
2023/24 SHN Benchmark (Group) – 56.7 days**

Avg relet time, ARC	No of Houses	No of relets	2023/24			2024/25	
			Q2	Q3	Q4	Q1	Q2
Wester Ross, Strathpeffer & Lochalsh	540	17	45.82	43.92	42.60	63.00	61.24
Highland	15138	532	33.74	35.76	38.68	46.50	51.73

6.3 Void performance in Wester Ross is outwith the target of 35 days. Properties in more remote areas which were in low demand had a disproportionate effect on performance.

7 Capital Program

7.1 The 2022-2027 Capital Investment Program includes planned programs of investment in heating and energy efficiency and end of life major component replacement along with funds allocated and managed by local Building Maintenance staff to address component failures and aids and adaptations on demand.

7.2 Table 4 shows the spend against capital budgets for the year up to the end of Quarter 3 2024/25

7.3 **Table 4: Capital Investment Summary
2024/25 Annual Budget and Spend to Date**

Capital Programme 2024-25			
	Annual Budget	Current Spend	Comments
Equipment and adaptations			
Equipment and adaptations	£ 27,000.00	£ 10,497.00	Expenditure for capital equipment and adaptations depends on local demand.
Total	£ 27,000.00	£ 10,497.00	
Major Component Replacement			
Kitchen/bathroom replacements	£ 50,000.00	£ 8,328.00	
Rewire	£ 50,000.00		
Total	£ 100,000.00		
Heating/energy efficiency			

Project Managed Energy efficiency	£ 260,278.00	£ 1,489.00	Will review remaining budget and identify properties which require EE works in the area
Project Managed Windows/Doors	£ 100,000.00	£ 129,605.00	Works on going on CSH22015 committed budget includes funds from future years
Building Maintenance Window and door replacements	£ 10,000.00	£ 9,652.00	Over spend in previous year has meant a reduced budget for 24/25
Building Maintenance Heating replacements	£ 25,000.00	£ 45,218.00	
Total	£ 395,278.00	£ 185,964.00	
Free From Serious Disrepair			
Roofing Works	£ 177,205.00	£ 452,295.00	CSH23012 Ord Terrace roofing still ongoing project budget incorporate past and future years budget. Project appears to be coming in over budget. Discussion to be had regarding use of contingency to support the short fall and possibly the reprofiling of other capital budgets.
Total	£ 177,205.00	£ 452,295.00	
External fabric (environmental improvements)			
Environmental Improvements Ward 5	£ 64,724.00	£ 17,722.00	
Total	£ 64,724.00	£ 17,722.00	
Mainstream budget total	£ 737,207.00	£ 655,981.00	
Aids and adaptations total	£ 27,000.00	£ 10,497.00	
Overall programme total	£ 764,207.00	£ 666,478.00	

Designation: Assistant Chief Executive - Place

Date: 20 January 2025

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