

The Highland Council

Agenda Item	5
Report No	BSAC/21/25

Committee: Badenoch and Strathspey

Date: 3 November 2025

Report Title: Housing Performance Report – 1 April 2025 to 30 September 2025

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 2025.

2 Recommendations

2.1 Members are asked to **note** the information provided on housing performance in the period 1 April 2025 – 30 September 2025.

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 **Risk** - Risk is managed through regular review and reporting to allow corrective action to be taken if necessary.

3.4 **Health and Safety** - (risks arising from changes to plant, equipment, process, or people)

3.5 **Gaelic** – No implications.

4 Impacts

- 4.1 In Highland, all policies, strategies or services changes are subject to an integrated screening for impact for Equalities, Poverty and Human Rights, Children's Rights and Wellbeing, Climate Change, Islands and Mainland Rural Communities, and Data Protection. Where identified as required, a full impact assessment will be undertaken.
- 4.2 Considering impacts is a core part of the decision-making process and needs to inform the decision-making process. When taking any decision, Members must give due regard to the findings of any assessment.
- 4.3 This is a monitoring and update report and therefore no impact assessment will be undertaken.

5 Background

- 5.1 The Scottish Housing Regulator (SHR) has set out the performance indicators that it will use in its scrutiny of landlords.
- 5.2 This report provides key performance information based on the reporting framework recommended by the SHR.
- 5.3 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
- 5.4 In accordance with the Scottish Social Housing Charter guidance, the Rent Arrears, Anti-social Behaviour and Allocations figures are cumulative (unless otherwise stated), while the Homeless presentations figures are given for each separate quarter.
- 5.5 Scottish Housing Network (SHN) benchmark information, derived from the performance of all Scottish Landlords, has also been provided where available.

6 Rent Arrears

- 6.1 A key indicator for rent arrears is considered to be the value of current rent arrears. **Table 1** below shows the comparative figure for the past five Quarters.
- 6.3 Rent arrears figures show an increase from Q1 to Q2 in 2025/26, however, both quarters show a reduction when compared to the same quarters in 2024/25. The local team continue to work hard to sustain this trend.
- 6.4 The local team are committed to early intervention to prevent further escalation of arrears and are proactive in contacting tenants early in the arrears process, agreeing re-payment plans with tenants and maintaining contact. The team are focused on contacting tenants to offer advice and assistance and signposting to specialist services.

6.5 **Table 2** below shows gross rent arrears as a percentage of rent due. This percentage includes arrears that are current, former or have been written off.

6.6 **Table 2 – Gross rent arrears as a percentage of annual rent due**
Target 6.9%
2024/25 SHN Benchmark (Group) – 6.17%

Gross Rent Arrears %	2024/25				2025/26	
	Q1	Q2	Q3	Q4	Q1	Q2
Badenoch and Strathspey	3.11%	3.41%	3.03%	2.86%	2.46%	2.73%
Highland	7.67%	7.43%	7.04%	6.82%	5.94%	6.37%

6.7 Gross rent arrears as a percentage of annual rent due in Badenoch and Strathspey continues to remain significantly below the Highland average percentage and is the lowest percentage across all areas of Highland. There has been a slight increase from Q1 to Q2 but the percentages for Q1 and Q2 in 2025/26 are considerably lower than in the same quarters in 2024/25.

6.8 The table below shows the current arrears in Badenoch and Strathspey split into arrears level bands. The information provided shows the total number of cases in each band and the total value of these cases.

6.9 **Table 3 – Value of current rent arrears in bands**

	Current Arrears			
	< £500	> £500	> £,1000	> £2,500
		< £1,000	< £,2500	
Badenoch and Strathspey	171	25	11	1
Total value of cases	29,165	16,971	15,463	4,112

6.10 **Table 4** below provides information on formal actions taken in relation to rent arrears.

6.11 **Table 4 – Rent actions**

	2024/25			2025/26	
	Q2	Q3	Q4	Q1	Q2
Notice of Proceedings issued	4	1	5	2	3
Court Actions Initiated	0	0	1	1	1
Evictions Completed	0	0	0	0	0

6.12 The local Housing team hold regular review meetings focusing on the highest rent arrears cases. During these meetings actions are agreed and progressed. Officers aim to take a firm but fair approach to arrears management, with emphasis on early intervention, and we are keen to support and advise people where appropriate. Some cases have progressed through the court system where unfortunately tenants have not engaged with the support offered.

7 Anti-social Behaviour

7.1 The Annual Return on the Charter to the Scottish Housing Regulator includes key information on our performance throughout the year in relation to resolving anti-social behaviour complaints. This includes the number of cases of ASB reported within the year, and the number of cases resolved within the year.

7.2 **Table 5** below shows the number of ASB cases reported and the number of cases that were resolved.

7.3 **Table 5 – ASB cases reported/resolved**

	2024/25			2025/26	
	Q2	Q3	Q4	Q1	Q2
Number of New ASB cases reported	0	0	0	1	1
Number of Cases Resolved	0	0	0	0	0
Number of Open Cases	1	1	1	2	3
Highland Wide Open Cases	100	105	29	115	122

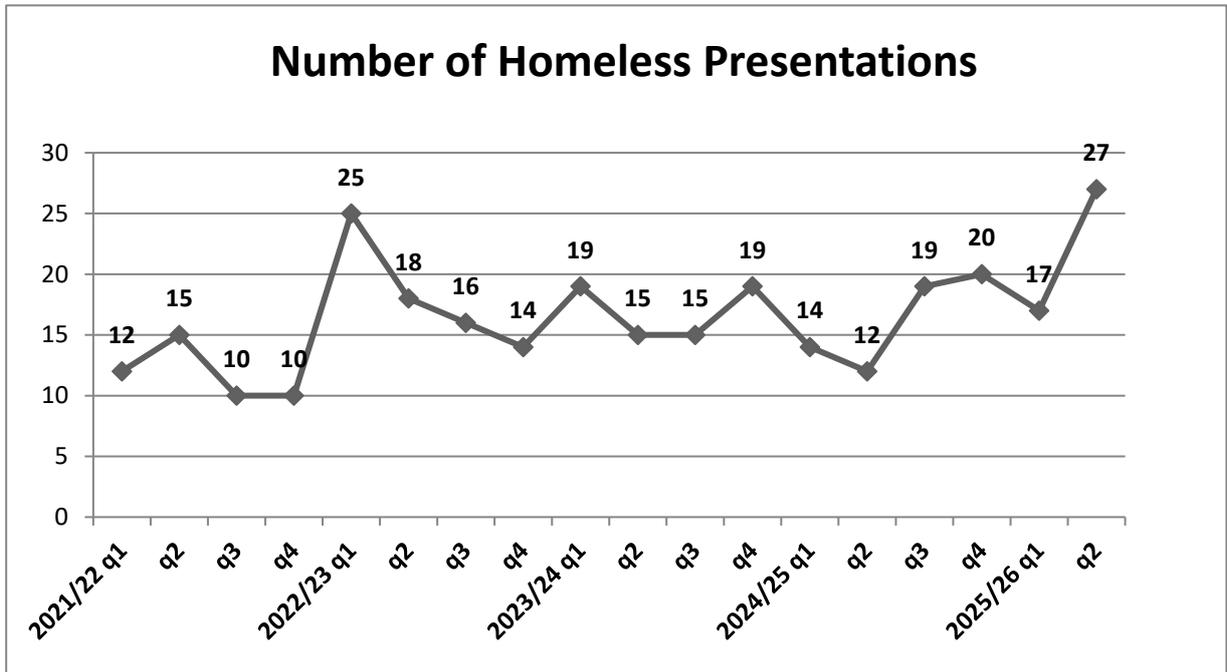
7.4 Tackling antisocial behaviour is a key priority for our housing teams. Levels of reported antisocial behaviour are consistently low across the Badenoch and Strathspey area, as can be seen in Table 5. However, the management of cases is often complex, involving other services and agencies. Consequently, cases can take some considerable time to resolve and cases that remain open continue to be actively managed by the team. The team always look to resolve issues of antisocial behaviour at an early stage if possible.

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 6** shows the combined number of homeless presentations.

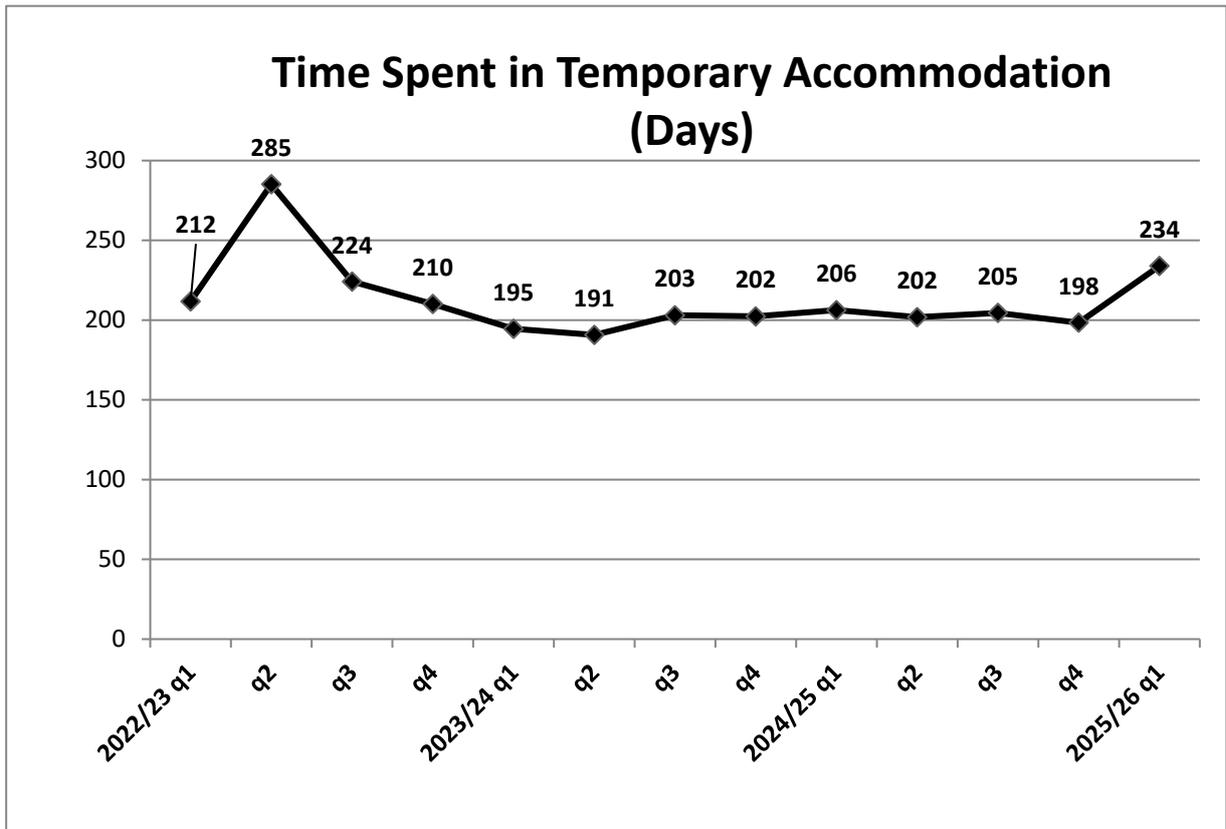
8.4 **Table 6 - Homeless Presentations**



8.5 Across Highland we continue to see increasing pressure on availability of accommodation, across all tenures, with many households struggling to find housing options which are accessible and affordable. This is resulting in a general increase in homeless presentations across Highland. However, the local team continue to work hard to prevent homelessness occurring where possible.

8.6

Table 7 – Time Spent in Temporary Accommodation



8.7 The length of time spent in temporary accommodation across Highland has increased across this first two quarters of 2025/26. This is influenced in part by an overall increase in homeless presentations.

8.8 **Table 8** shows the total number of homeless applications currently open with the Badenoch & Strathspey housing teams, and the size of property required by these homeless households.

8.9 **Table 8 – Homeless Households/Property Types**

Badenoch and Strathspey Homeless	Size of Property Required				
	Total	1 bed	2 bed	3 bed	4 bed +
Current number of homeless households	50	27	18	4	1
Highland-wide	868	657	140	42	29

9 Allocations

9.1 **Table 9 – Number of Allocations Completed**

	2024/25			2025/26	
	Q2	Q3	Q4	Q1	Q2
No. of Lets to Transfer List Applicants	0	7	0	3	1
No. of Lets to General List Applicants	1	5	1	0	0
No. of Lets to Homeless list Applicants	6	14	7	14	3
Total	7	26	8	17	4

9.2 The local housing team in Badenoch and Strathspey continue to be focussed on achieving outcomes for households in the highest level of housing need.

Designation: Assistant Chief Executive - Place

Date: 17 October 2025

Author: Jonathan Henderson, Housing Manager
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Background Papers: Scottish Housing Regulator: The Scottish Social Housing Charter: Indicators and Context Information