

The Highland Council

Agenda Item	13
Report No	HP/44/25

Committee: Housing & Property

Date: 5 November 2025

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

Report By: Assistant Chief Executive - Place

1 Purpose/Executive Summary

1.1 This report provides information on how the Housing Service has performed in 2025/26 up to 30 September 2025 based on key performance indicators and national benchmarking information.

2 Recommendations

2.1 Members are asked to **scrutinise** and **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** - There are no risk implications arising from this report.

3.4 **Health and Safety** (risks arising from changes to plant, equipment, process, or people): There are no implications arising from this report.

3.5 **Gaelic** – There are no Gaelic implications arising from this report.

4 Impacts

4.1 In Highland, all policies, strategies or service 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.

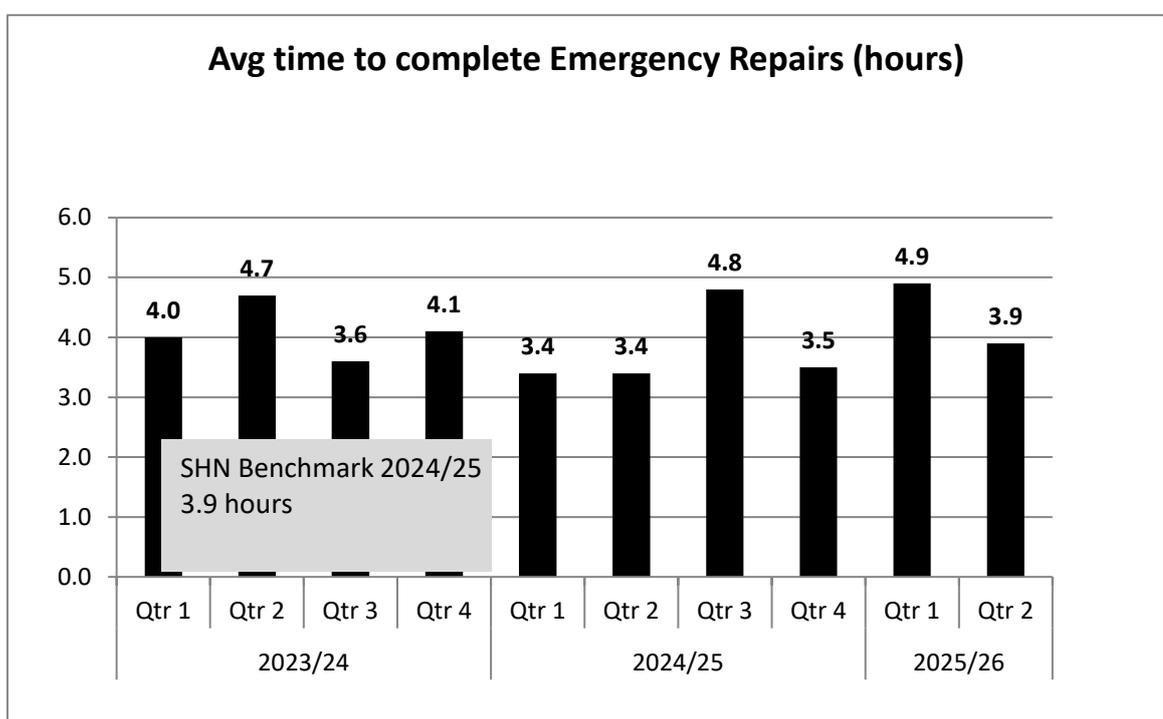
4.3 This is a monitoring report and therefore an impact assessment is not required.

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 performance information based on the reporting framework recommended by the SHR. 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
- 5.3 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.
- 5.4 Scottish Housing Network (SHN) benchmark information, derived from the performance of all Scottish Landlords, has also been provided.

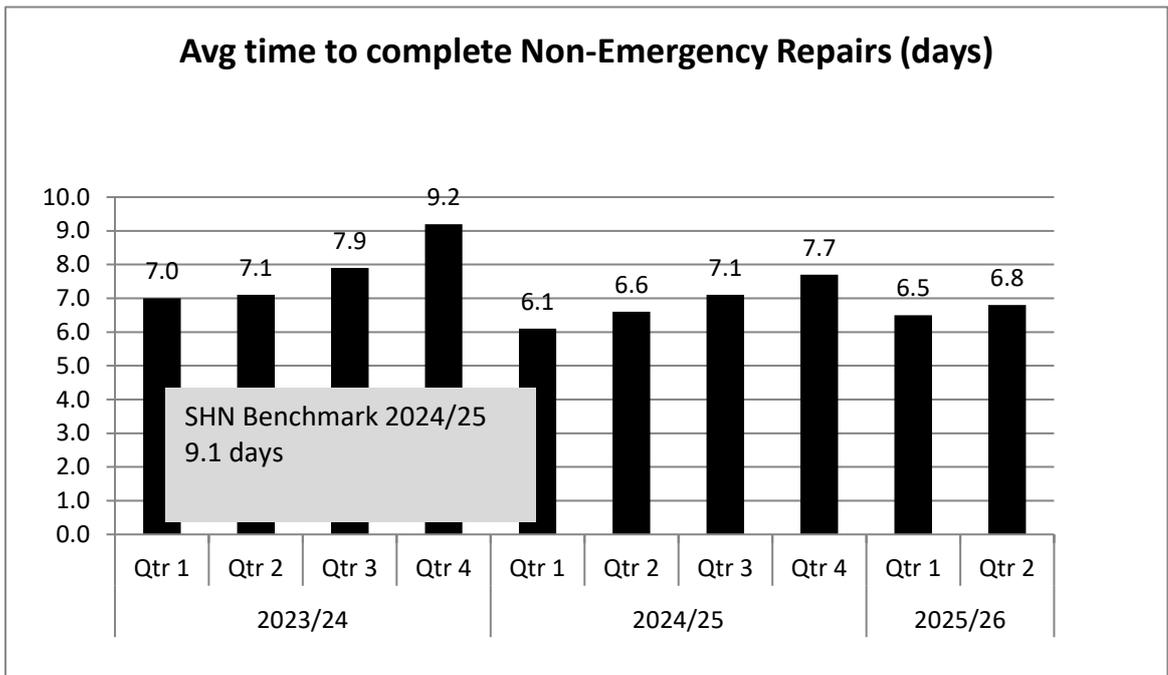
6 Housing Repairs

- 6.1 The key indicators for measuring repairs performance are the average time taken to complete emergency repairs and non-emergency repairs.
- 6.2 **Graph 1** details performance on the average time taken to complete emergency repairs and **Graph 2** details the average time taken to complete non-emergency repairs. Both graphs contain national benchmark figures for these indicators based on published 2024/25 figures. Highland geography needs to be considered when comparing the Highland figures for the national benchmark on completing repairs.
- 6.3 **Graph 1: Average length of time taken to complete emergency repairs (hours)**
Target 12 hours
2024/25 SHN Benchmark (Group) – 3.9 hours



6.4 Performance on emergency repairs has been excellent in the last three years, and the average time taken to complete emergency repairs has reduced in the last quarter to 3.9 hours.

6.5 **Graph 2: Average length of time taken to complete non-emergency repairs (days)**
Target 8.9 days
2024/25 SHN Benchmark (Group) – 9.1 days

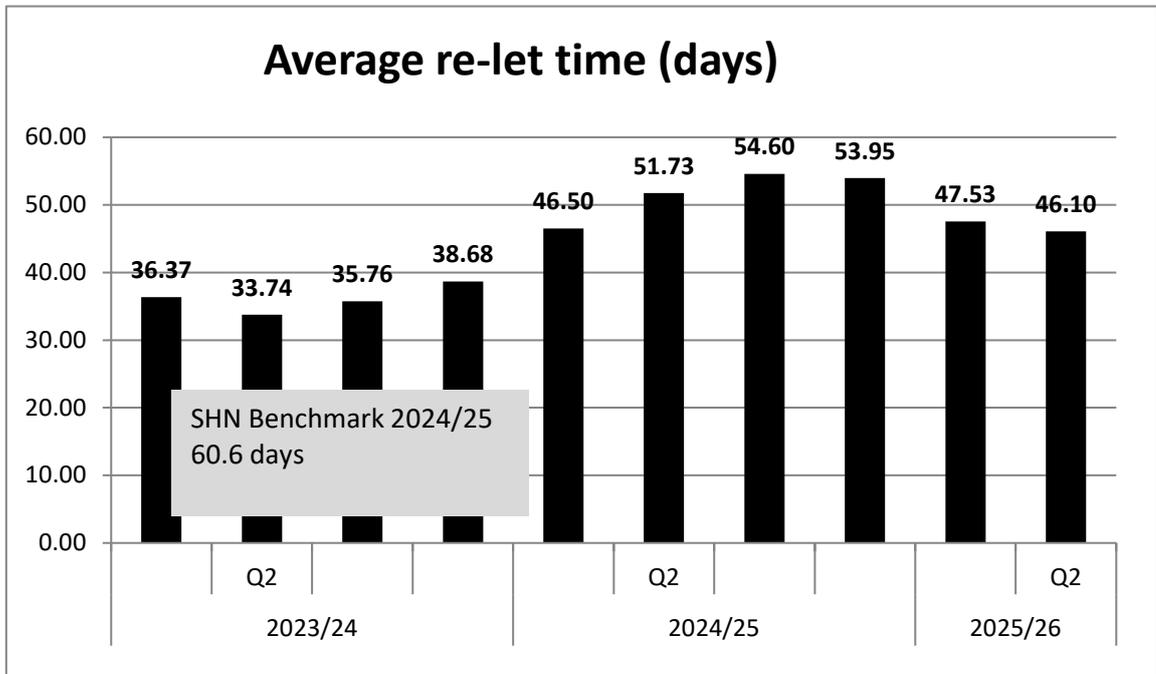


6.6 Performance against non-emergency repairs remains well below the national benchmarking average and reflects excellent performance against this indicator.

7 Tenancy Management

7.1 **Graph 3** below provides information on the average re-let time showing the trend back 3 years and highlighting the same quarter in previous years for comparison.

7.2 **Graph 3: Average re-let time (days) Target 55.6 days
2024/25 SHN Benchmark (Group) – 60.6 days**



7.3 Re-letting times have decreased for Quarter 1 and Quarter 2 and performance continues to compare favourably with the national benchmarking figures.

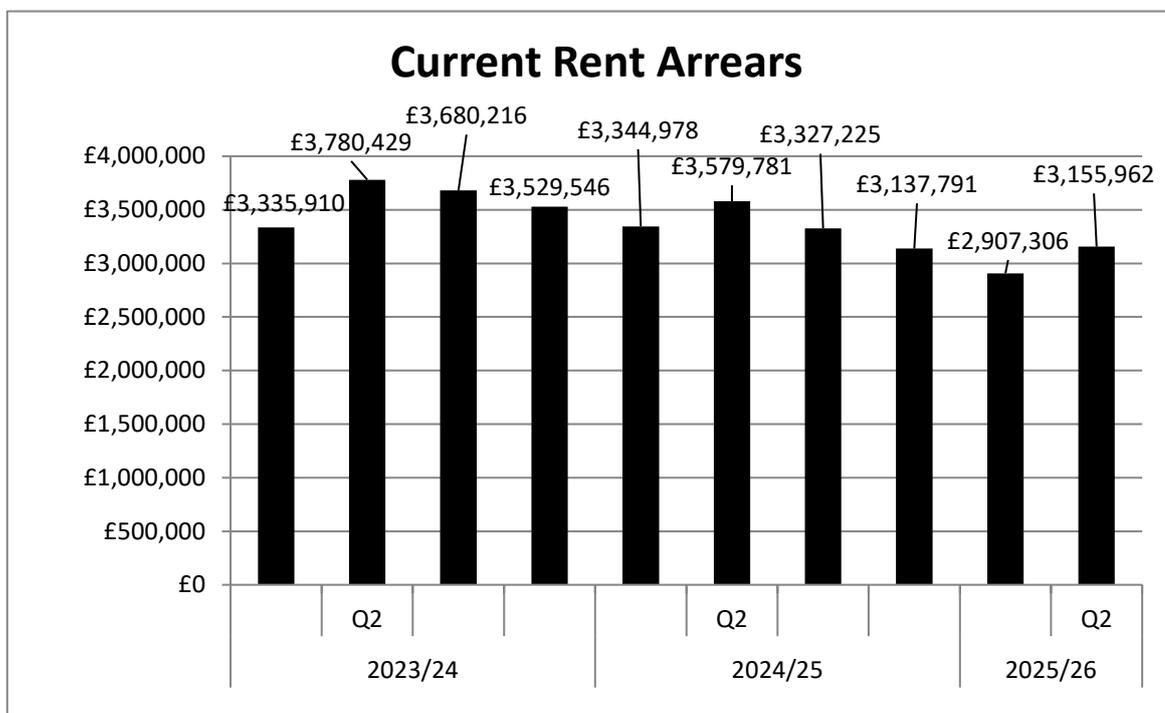
7.4 As with the situation nationally, Highland continues to experience delays with utility companies in terms of clearing meter debt and installing new gas and electric meters. These issues have been discussed at a national level by the Scottish Government and utility companies. The issue was also discussed at Council on 29 May 2025 as part of a report on Digital Connectivity.

7.5 In Highland, there have also been significant challenges in terms of contractor capacity to carry out major refurbishment works at the void stage. There is regular discussion with contractors and agencies to address these capacity issues.

8 Rent Arrears

8.1 The key performance indicator for rent arrears is the value of current arrears. **Graph 4** below provides information on current rent arrears and shows the comparative figure for the same quarter in the previous year.

8.2 **Graph 4 – Current Rent Arrears**



8.3 Rent arrears for Quarter 2 have increased from the 3-year low achieved in Quarter 1. However, they remain significantly lower than the corresponding quarters in the preceding years. This represents impressive performance, not least as this has taken place over a period of increased rental income and additional tenancies. The management of rent arrears remains a priority with robust case reviewing and monitoring arrangements in place. There is a continued focus on arrears prevention work through close working with the Highland Council Welfare Team and agencies such as the Citizens Advice Bureau.

8.4 Local Housing teams hold regular review meetings focusing on the highest rent arrears cases, and actions are instigated and progressed through these meetings. Officers aim to take a firm but fair approach to arrears management 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.

8.5 Rent arrears performance is being reported to the current Area Committee cycle, and this includes information at a local level on the level of arrears cases. The overall picture is encouraging and shows that most tenants are paying their rent and the number of high-level arrears cases across Highland have significantly fallen.

- 9.4 **Graph 5** (above) shows that numbers of homeless presentations have increased in the last quarter. The increase in homelessness presentations is demand-led and is despite successful homeless prevention activity such as supporting households to move into mid-market rentals and providing financial assistance using the Council's Rent Deposit Scheme.
- 9.5 The increase in presentations in 2025/26 to date relates largely to an increase in households being asked to leave their accommodation and an increase in households experiencing domestic abuse. A specific domestic abuse policy for Housing is presented as a separate report to this Committee. Households experiencing domestic abuse are prioritised for re-housing in the Allocations Policy.
- 9.6 As a result of the rise in presentations, the number of homeless households recorded as living in temporary accommodation has increased from the previous quarter. Highland continues to focus on achieving permanent outcomes for homeless households and this is reflected in the percentage of lets to homeless households. This detail was reported in the Highland Housing Register Annual Allocations Report to this Committee, and this will be considered in the review of the Allocations Policy.
- 9.7 The positive performance of Highland in mitigating homelessness and in achieving permanent housing outcomes was acknowledged by the Scottish Housing Regulator during their 6-monthly engagement visit in January 2025.
- 9.8 The age range of homeless applicants and the reason for homelessness is included in **Appendix 1** of this report. It should be noted that the format of the information is based on Scottish Government reporting criteria.

Designation:	Assistant Chief Executive - Place
Date:	8 October 2025
Author:	Brian Cameron, Strategic Lead Housing & Customer Services
Background Papers:	Scottish Housing Regulator: The Scottish Social Housing Charter: Indicators and Context Information
Appendices:	Appendix 1 - Main reason given by household for homeless presentation by age range (1 April 2025 – 30 June 2025)

Appendix 1

Main reason given by household for homeless presentation by age range (1 April 2025 to 30 September 2025)

Main Reason for Homelessness	16-17	18-25	26-59	Over 60	Total
Asked to leave the accommodation	15	62	128	24	229
Discharged from prison/hospital/care or other setting		3	17	5	25
Emergency such as fire/flooding/storm or Environmental Health Order		1	5	2	8
Fleeing violence from outwith the home (i.e. violence from a neighbour)			9	1	10
Forced division and sale of matrimonial home			4	2	6
Harassment or other non-violence actions		2	5		7
Loss of service/ tied accommodation		1	11	3	15
Non-Violent Dispute at home (i.e. relationship breakdown)	4	26	123	7	160
Other action by landlord		2	40	8	50
Other reason		7	44	5	56
Other reason for loss of accommodation		6	20	3	29
Over-crowding	2	7	8	1	18
Rent or Mortgage Arrears		2	19	3	24
Terminated their accommodation (i.e. ended their tenancy)		1	2	1	4
Violent dispute or abuse from within the home	5	19	62	14	100
	26	139	497	79	741