

Agenda Item	4.
Report No	CC/25/25

The Highland Council

Committee: Caithness Committee

Date: 3 November 2025

Report Title: Housing Management 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 Section 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 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 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 and update 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 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 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. The table below shows the comparative figure for the last 5 quarters.

6.2 **Table 1 – Current Rent Arrears**

Rent arrears	No of Houses	2024/25			2025/26	
		Q2	Q3	Q4	Q1	Q2
Thurso and Northwest Caithness	839	£110,742	£105,590	£105,620	£94,979	£109,115
Wick and East Caithness	1205	£165,881	£147,680	£151,110	£146,165	£177,233

- 6.3 Rent Arrears across both Caithness wards have increased when compared to the previous quarter. Arrears in Thurso and Northwest Caithness have increased to a level comparable to the same period last year. Arrears in Wick and East Caithness are also higher than the same figure in the previous year.

6.4 The table below shows gross rent arrears as a percentage of rent due. This percentage includes arrears that are current, former or have been written off.

6.5 **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	
	Q2	Q3	Q4	Q1	Q2
Thurso and Northwest Caithness	4.18%	4.06%	4.11%	3.52%	3.94%
Wick and East Caithness	4.99%	4.81%	4.84%	4.38%	5.04%
Highland	7.43%	7.04%	6.82%	5.94%	6.37%

6.6 Gross rent arrears as a percentage of annual rent due across both Caithness wards has increased slightly since the previous quarter, however remain significantly below the Highland-wide figure of 6.37%. Arrears under the value of £1,000 represent an increasing proportion of the total arrears. The wider migration of tenants on to Universal Credit is contributing to this significant increase in lower level arrears.

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

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

	Current Arrears			
	< £500	> £500 < £1,000	> £,1000 < £,2500	> £2,500
Thurso and Northwest Caithness	217	56	20	0
Wick and East Caithness	363	73	31	4
Total value of cases	£108,127	£88,339	£77,792	£12,090

6.9 The table below provides information on formal actions taken in relation to rent arrears across Caithness.

6.10

Table 4 – Rent actions (not cumulative)

	2024/25			2025/26	
	Q2	Q3	Q4	Q1	Q2
Notice of Proceedings issued	42	29	12	25	52
Court Actions Initiated	9	5	4	7	3
Evictions Completed	1	0	0	0	1

6.11 The local Housing team remain focussed on intervening early and offering support and advice to prevent arrears escalating.

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 antisocial behaviour reported within the year, and the number of cases resolved within the year.

7.2 The table below shows the number of antisocial behaviour cases reported and the number of cases resolved.

7.3

Table 5 – ASB cases reported/resolved

	2024/25			2025/26	
	Q2	Q3	Q4	Q1	Q2
Number of New ASB cases reported	5	2	3	13	22
Number of Cases Resolved	3	5	18	10	10
Number of Open Cases	9	10	3	14	13
Highland Wide Open Cases	100	105	29	115	122

7.4 Tackling antisocial behaviour is a key priority for the local housing team. The management of cases is often complex, involving other services and agencies. Cases that remain open continue to be actively managed by the team.

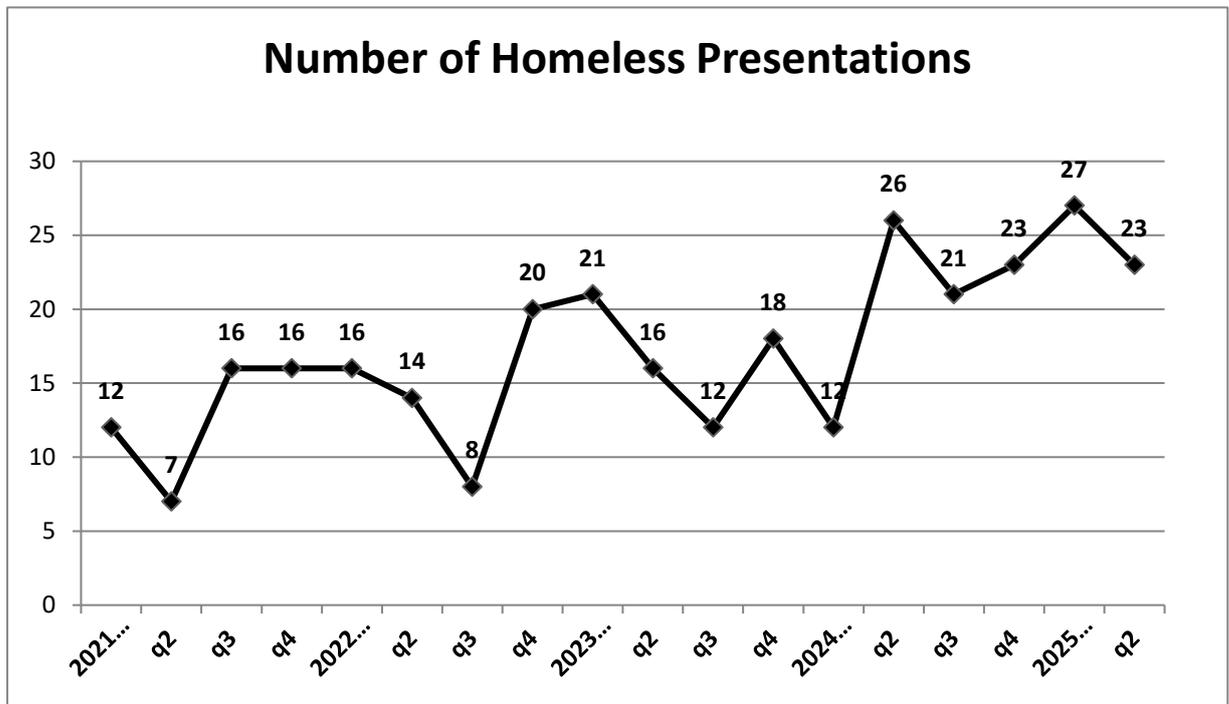
8 Homelessness

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 number of homeless presentations received across both Caithness Wards.

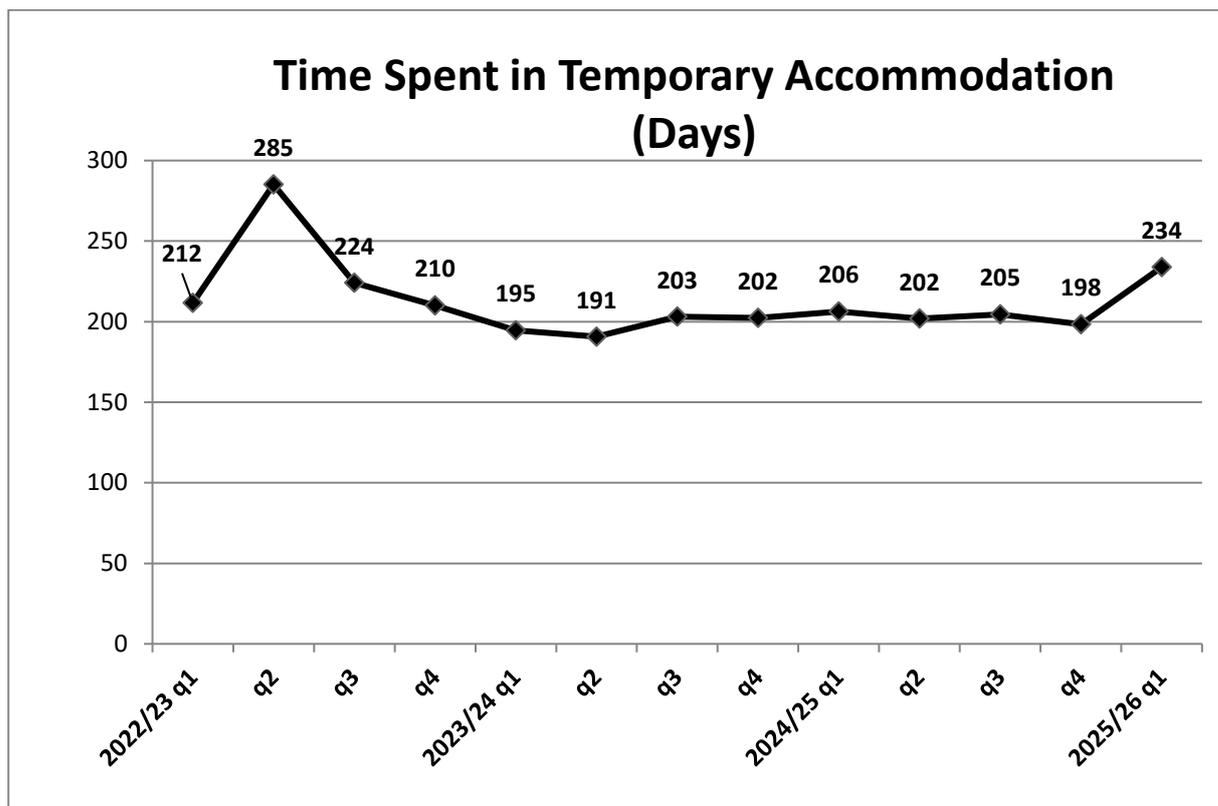
8.3 There were 399 presentations across Highland at the end of quarter 2. 23 of these were in Caithness.

8.4 **Table 6 - Homeless Presentations**



8.5 The number of homeless presentations has remained relatively stable over the last 12 months, albeit at a higher level than can be seen in previous years. Contributing factors to this increase include an increase in households being asked to leave their accommodation, and an increase in relationship breakdowns.

8.6 Table 7 below shows the average time spent in temporary accommodation. This is a Highland wide figure. It is not possible to disaggregate this figure further.



8.7 The length of time spent in temporary accommodation across Highland has increased since quarter 4 last year. An increase in overall homeless presentations has contributed to this.

8.8 Table 8 shows the total number of homeless applications currently open with the Caithness housing team, and the size of property required by these homeless households.

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

Caithness Homeless	Size of Property Required				
	Total	1 bed	2 bed	3 bed	4 bed +
Current number of homeless households	12	11	1	0	0
Highland-wide	868	657	140	42	29

9 Allocations

9.1 Table 9 below provides a breakdown of all lets carried out, split between homeless applicants, non-homeless applicants and transfer applicants

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

Number of Allocations Completed	2024/25			2025/26	
	Q2	Q3	Q4	Q1	Q2
No. of Lets to Transfer List Applicants	13	9	5	11	13
No. of Lets to Non-Homeless Housing List Applicants	23	25	17	17	17
No. of Lets to Homeless Applicants	14	14	11	13	15
Total	50	47	32	41	45

9.3 The proportion of lets to homeless applicants in Caithness is generally much lower than other areas of Highland due to the ability to achieve outcomes for applicants without the need for a homeless application.

Designation: Assistant Chief Executive – Place

Date: 15 October 2025

Author: Jake Mitchell, Housing Manager (North)

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