

Agenda Item	6
Report No	BIER/30/25

The Highland Council

Committee: Black Isle and Easter Ross

Date: 10 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 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)** – No implications.

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 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
Black Isle	310	£45,888	£46,933	£47,169	£46,100	£43,111
Cromarty Firth	1527	£365,037	£343,232	£337,104	£319,511	£368,307
Tain & Easter Ross	655	£159,687	£151,108	£138,291	£134,557	£147,523

6.3 Rent arrears in Black Isle have reduced since Q1 and are lower than Q2 of the previous year. Cromarty Firth arrears have increased since Q1 however they are at a similar level to Q2 in the previous year despite an increase in stock numbers within this area due to the new build programme. Tain and Easter Ross show an increase since Q1 but a significant decrease when compared to Q2 of 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
Black Isle	3.67%	3.68%	3.64%	3.40%	3.56%
Cromarty Firth	7.83%	7.52%	7.31%	6.28%	6.89%
Tain & Easter Ross	8.05%	7.95%	7.62%	6.58%	6.95%
Highland	7.43%	7.04%	6.82%	5.94%	6.37%

6.6

Gross rent arrears as a percentage of annual rent due across all three wards has increased when compared to Q1 however in comparison to Q2 of the previous year it has decreased. Fluctuations can occur depending on the time of year therefore it is encouraging to see a decrease year on year.

6.7

Table 3 below shows the current arrears in Black Isle and Easter Ross 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	> £,1000	> £2,500
		< £1,000	< £,2500	
Black Isle	76	14	7	3
Cromarty Firth	466	117	70	23
Tain & Easter Ross	198	49	21	11
Total value of cases	£ 151,808	£125,754	£157,186	£124,193

6.9

Table 4 below provides information on formal actions taken in relation to rent arrears across Black Isle and Easter Ross.

6.10

Table 4 – Rent actions (not cumulative)

	2024/25			2025/26	
	Q2	Q3	Q4	Q1	Q2
Notice of Proceedings issued	75	58	34	58	90
Court Actions Initiated	5	6	15	11	16
Evictions Completed	0	0	1	0	1

6.11

The local Housing team remain focussed on arrears prevention and early intervention where arrears begin to accumulate. There are occasions where tenants do not engage with the supports and advice offered to them and those cases will progress through the arrears escalation procedures, which may result in formal court action. One eviction has taken place this financial year which reflects the service's overarching commitment to tenancy sustainability.

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 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	3	4	0	14	16
Number of Cases Resolved	15	23	40	1	11
Number of Open Cases	13	13	1	15	20
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. Consequently, cases can take some considerable time to resolve and cases that remain open continue to be actively managed by the team in line with policies and procedures.

8 Homelessness

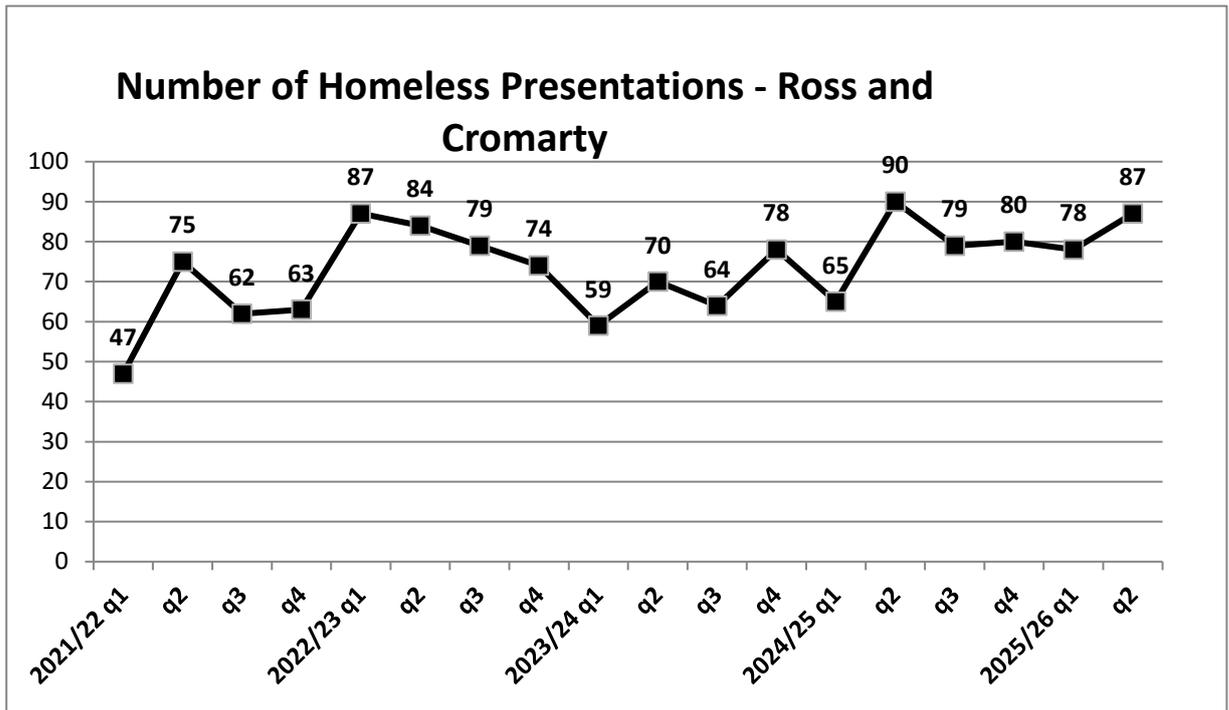
8.1 Performance information on homelessness is not collected as part of the Scottish Social Housing Charter return; however a number of indicators have been agreed for reporting to Local Committees.

8.2 Table 6 shows the number of homeless presentations received across all four Mid Ross and Easter Ross wards. It is not possible to disaggregate these figures.

8.3 There were 399 presentations across Highland at the end of Q2 2025/26. 87 of these were in Mid Ross and Easter Ross.

8.4

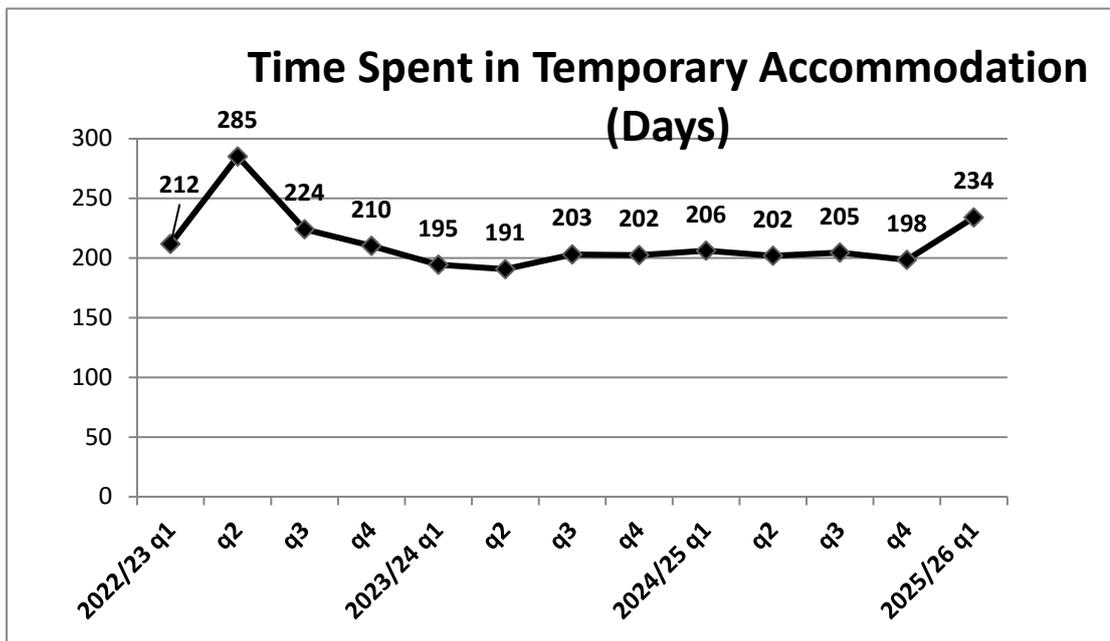
Table 6 - Homeless presentations



8.5 The numbers of homeless presentations are demand led and therefore fluctuate throughout the year. This means there are limited ways to predict this demand however the service does usually experience a spike in Q2. The main reasons for homeless presentations in Highland are due to relationship breakdowns and private rented tenancies coming to an end. The teams deliver robust housing options to people who approach the service for advice.

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 Table 7 – Time Spent in Temporary Accommodation (Days)



8.8 The length of time spent in temporary accommodation across Highland has increased since Q4 last year. An increase in overall homeless presentations has contributed to this.

8.9 Table 8 below shows the total number of current homeless applications across all four Mid Ross and East Ross wards, and the size of property required by these homeless households.

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

Ross & Cromarty Homeless	Size of Property Required				
	Total	1 bed	2 bed	3 bed	4 bed +
Current number of homeless households	157	124	22	7	4
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	7	27	15	15	16
No. of Lets to Non-Homeless Housing List Applicants	7	17	5	12	12
No. of Lets to Homeless Applicants	31	35	13	33	36
Total	45	79	33	60	64

9.3 The local housing team are focussed on achieving outcomes for applicants in the highest level of housing need as determined by our current allocations policy.

Designation: Assistant Chief Executive - Place

Date: 20 October 2025

Author: Aodhan Byrne, Principal Housing Officer
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Background Papers: Scottish Housing Regulator: The Scottish Social Housing Charter: Indicators and Context Information

Appendices: None