

The Highland Council

Agenda Item	9
Report No	LA/33/25

Committee: Lochaber

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)
- 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 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 Repairs, Tenancy Management and Rent Arrears 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. The table below shows the comparative figures for the past 6 Quarters.

6.2 **Table 1 – Current Rent Arrears**

Rent arrears	No of Houses	2024/25				2025/26	
		Q1	Q2	Q3	Q4	Q1	Q2
Caol and Mallaig	674	117,008	118,673	101,986	101,460	105,463	108,114
Fort William and Ardnamurchan	888	192,811	192,739	172,690	179,976	163,440	187,128
Total		309,819	311,412	274,676	281,436	268,903	295,242

- 6.3 Whilst rent arrears have increased from quarter 1 to quarter 2 in 2025/26, Members will note a significantly lower position than at the same quarters in 2024/25.
- 6.4 In the first two quarters of 2025/26 Fort William and Ardnamurchan ward received handover of 46 new properties – this links to the increase in arrears seen from quarter 1 to quarter 2 in the Fort William and Ardnamurchan ward. New tenancies often see a rise in rent arrears until they reduce due to delays in payments being received. Referrals have been made to support services to assist with any new tenancies as required.

- 6.5 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 focussed on contacting tenants to offer advice and assistance and signposting to specialist services.
- 6.6 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.

6.7 **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
Caol and Mallaig	4.62%	4.06%	3.98%	4.09%	4.06%
Fort William and Ardnamurchan	8.13%	7.61%	7.79%	7.05%	7.56%
Lochaber Average	6.37%	5.83%	5.88%	5.57%	5.81%
Highland	7.43%	7.04%	6.82%	5.94%	6.37%

- 6.8 Gross rent arrears as a percentage of annual rent due in Lochaber on average remains under the Highland percentage figure. Fluctuations can occur depending on the time of year and it is encouraging to see a decrease this year versus last year.
- 6.9 Table 3 below shows the current arrears in Lochaber split into arrears level bands. The information provided shows the total number of cases in each band and the total value of these cases.

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

	Current Arrears			
	< £500	> £500	> £,1000	> £2,500
		< £1,000	< £,2500	
Caol and Mallaig	154	28	17	8
Fort William and Ardnamurchan	186	51	44	13
Total value of cases	61,636	56,923	96,295	80,388

- 6.11 Table 4 below provides information on formal actions taken in relation to rent arrears in 2024/25.

6.12 **Table 4 – Rent actions**

	2024/25			2025/26	
	Q2	Q3	Q4	Q1	Q2
Notice of Proceedings issued	86	29	13	25	55
Court Actions Initiated	18	8	2	7	11
Evictions Completed	0	1	0	0	0

- 6.13 The local Housing team hold regular review meetings focussing 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 support. Some cases have progressed through the court system where tenants have unfortunately not engaged with the support offered. No evictions have taken place within the reporting period this 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 Table 5 below shows the number of cases reported and the percentage of cases that were resolved.

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

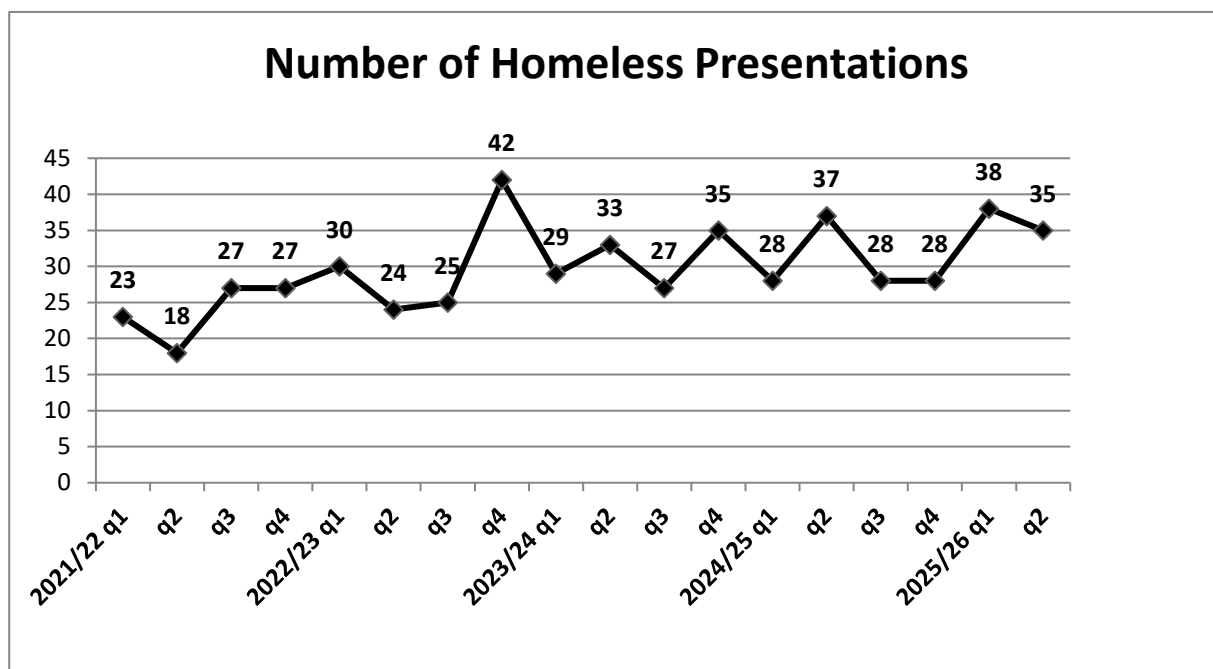
	2024/25			2025/26	
	Q2	Q3	Q4	Q1	Q2
Number of New ASB cases reported	1	3	0	8	3
Number of Cases Resolved	3	7	13	1	2
Number of Open Cases	5	6	0	8	10
Highland Wide Open Cases	100	105	29	115	122

- 7.4 Tackling antisocial behaviour is a key priority for our housing teams. Case management of cases is often complex, requiring collaboration with other services and external agencies, which may result in extended resolution times. Wherever possible, the team aims to intervene early to prevent escalation. Strong working relationships have been established with Police Scotland and joint working is actively pursued to support effective case resolution.

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.
- 8.3 There were 399 presentations across Highland at the end of Quarter 2 2025/26. There were 35 homeless presentations in Lochaber in Quarter 2 of 2025/26.

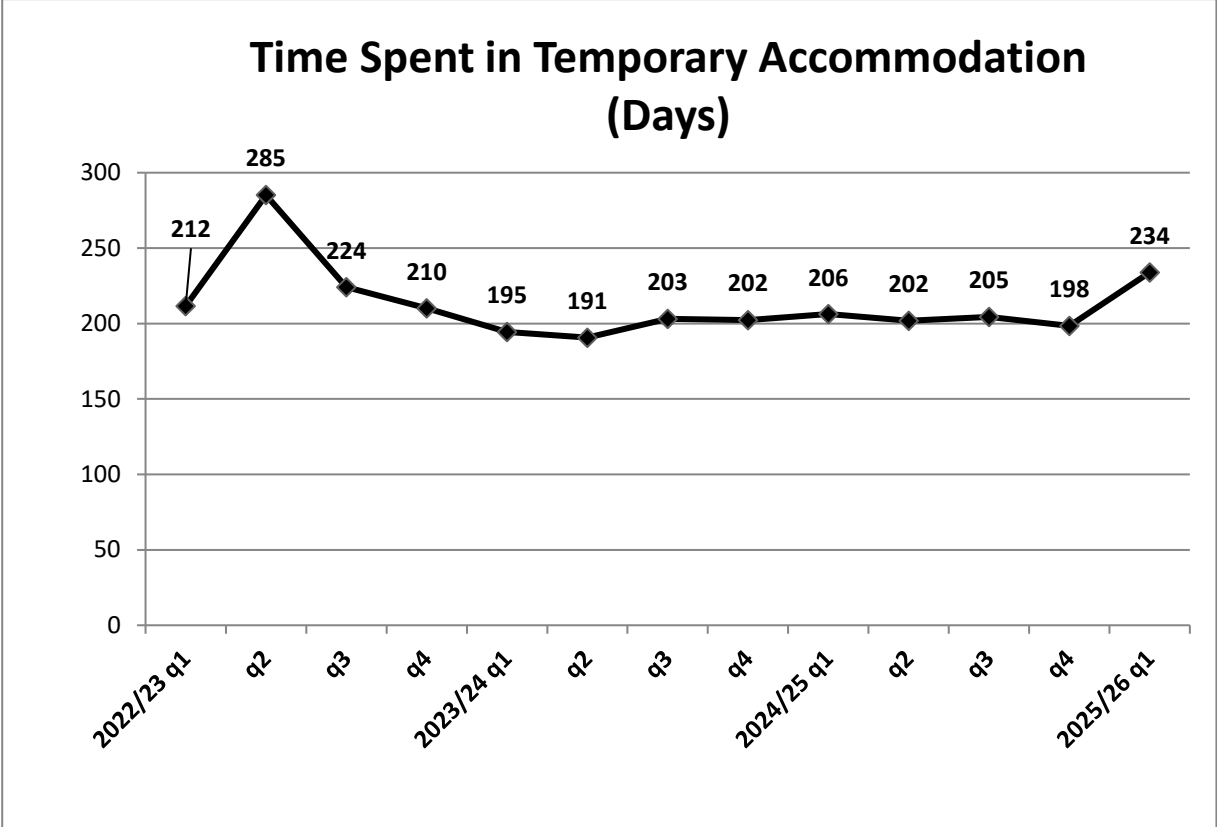
Table 6 - Homeless Presentations



- 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 number of households currently in temporary accommodation, and the average time spent in temporary accommodation. These are Highland wide figures, as it is not possible to disaggregate these figures 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 across this first two quarters of 2025/26. This is influenced in part by an overall increase in homeless presentations and the resolution of some longer-term homeless instances.

8.9 Table 8 shows the total number of homeless applications currently open with the Lochaber housing teams, and the size of property required by these homeless households.

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

Lochaber Homeless	Size of Property Required				
	Total	1 bed	2 bed	3 bed	4 bed +
Current number of homeless households	80	74	1	4	1
Highland-wide	868	657	140	42	29

9 Allocations

9.1 Table 9 shows the number of allocations completed in Lochaber in 2024/25.

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	9	10	4	20	8
No. of Lets to Non-Homeless Housing List Applicants	8	5	6	8	6
No. of Lets to Homeless Applicants	10	10	15	37	23
Total	27	70	94	65	37

9.3 The local housing team continue to be focussed on achieving outcomes for households in the greatest need.

Designation: Assistant Chief Executive - Place

Date: 23 October 2025

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