

# The Highland Council

Agenda Item	7
Report No	CIA/39/25

**Committee:** City of Inverness Area

**Date:** 17 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 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 -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)** – There are no implications.
- 3.5 **Gaelic** - There are no Gaelic implications arising from this report.

## **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](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. **Table 1** below shows the rent arrears figures across 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
Aird & Loch Ness	374	105,145	112,033	109,585	88,709	78,123	78,591
Inverness West	673	184,944	198,957	194,630	162,329	144,666	159,167
Inverness Central	1983	816,152	834,518	764,509	719,837	657,032	642,076
Inverness Ness-Side	558	159,401	170,295	155,831	147,567	138,783	153,607
Inverness Millburn	451	117,003	126,655	128,507	111,802	99,172	108,748
Culloden & Ardersier	653	189,118	207,539	200,085	170,537	172,780	193,949
Inverness South	173	59,977	61,714	66,002	51,732	51,652	56,164
<b>Total</b>	<b>4865</b>	<b>1,631,739</b>	<b>1,711,711</b>	<b>1,619,149</b>	<b>1,452,513</b>	<b>1,342,208</b>	<b>1,392,302</b>

- 6.3 Whilst rent arrears have increased marginally from Q1 to Q2 in 2025/26, this is a trend that is seen in previous years. However, Members will note a considerably lower rent arrears position at Q2 in 2025/26 versus Q2 in 2024/25 – this positive position is seen across all wards.
- 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 is focussed on contacting tenants to offer advice, 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
Aird & Loch Ness	8.65%	8.87%	8.37%	7.30%	5.90%	5.76%
Inverness West	8.01%	8.41%	8.02%	7.46%	6.18%	6.66%
Inverness Central	13.30%	13.97%	13.20%	12.76%	10.99%	11.25%
Inverness Ness-Side	9.31%	9.64%	9.03%	8.90%	8.21%	8.83%
Inverness Millburn	7.94%	8.36%	8.38%	8.09%	7.22%	7.91%
Culloden & Ardersier	7.99%	8.68%	8.40%	7.91%	6.99%	7.83%
Inverness South	9.07%	9.62%	10.01%	10.03%	8.91%	10.21%
<b>Inverness area average</b>	<b>9.18%</b>	<b>9.65%</b>	<b>9.34%</b>	<b>8.92%</b>	<b>7.77%</b>	<b>8.35%</b>
<b>Highland</b>	<b>6.94%</b>	<b>7.43%</b>	<b>7.04%</b>	<b>6.82%</b>	<b>5.94%</b>	<b>6.37%</b>

- 6.7 Gross rent arrears as a percentage of annual rent due has increased from Q1 to Q2 in 2025/26 but this is a trend that is seen in previous years. The current Q2 percentage compares positively to Q2 in 2024/25. Fluctuations can occur depending on the time of year and it is encouraging to see a decrease this year versus last year.
- 6.8 **Table 3** below shows the current arrears in Inverness split into arrears level bands. The information provided shows the total number of cases in each band and the total value of these cases.

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

	Current Arrears			
	< £500	> £500	> £,1000	> £2,500
		< £1,000	< £,2500	
Aird & Loch Ness	113	17	15	6
Inverness West	234	46	30	10
Inverness Central	606	165	123	56
Inverness Ness-Side	169	46	33	7
Inverness Millburn	138	23	16	11
Culloden & Ardersier	232	60	33	12
Inverness South	63	12	6	6
<b>Total value of cases</b>	320,888	257,155	399,585	414,676

6.10 The local housing team continues to focus on early intervention, with robust reviewing arrangements in place for all arrears cases. Officers are committed to supporting all tenants currently facing financial hardship and continues to offer advice and assistance and signposting to specialist services.

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

6.12 **Table 4 – Rent actions (not cumulative)**

	2024/25			2025/26	
	Q2	Q3	Q4	Q1	Q2
Notice of Proceedings issued	48	75	49	71	116
Court Actions Initiated	11	13	13	12	16
Evictions Completed	0	2	5	1	3

6.13 The local Housing team review rent arrears cases on a regular basis and 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 in instances where tenants have unfortunately not engaged with the support offered. Whilst some cases may result in eviction action, Members will note the low number of cases relative to the number of tenancies in the area.

## 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 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	23	11	12	39	46
Number of Cases Resolved	14	19	70	14	18
Number of Open Cases	54	62	19	48	57
Highland Wide Open Cases	100	105	29	115	122

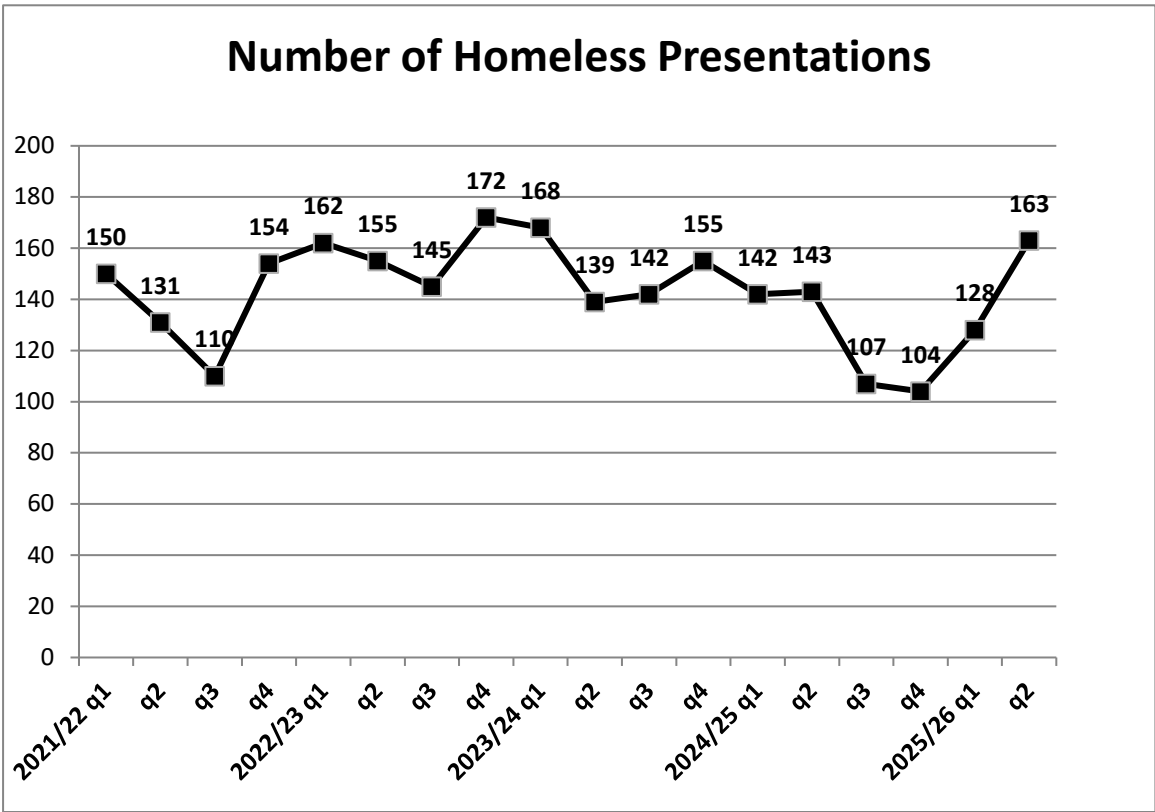
7.4 Tackling antisocial behaviour is a key priority for our housing teams. Case management of cases is often complex, requiring collaboration with other services and external agencies, which may result in extended resolution times. Wherever possible, the team aims to intervene early to prevent escalation. 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.

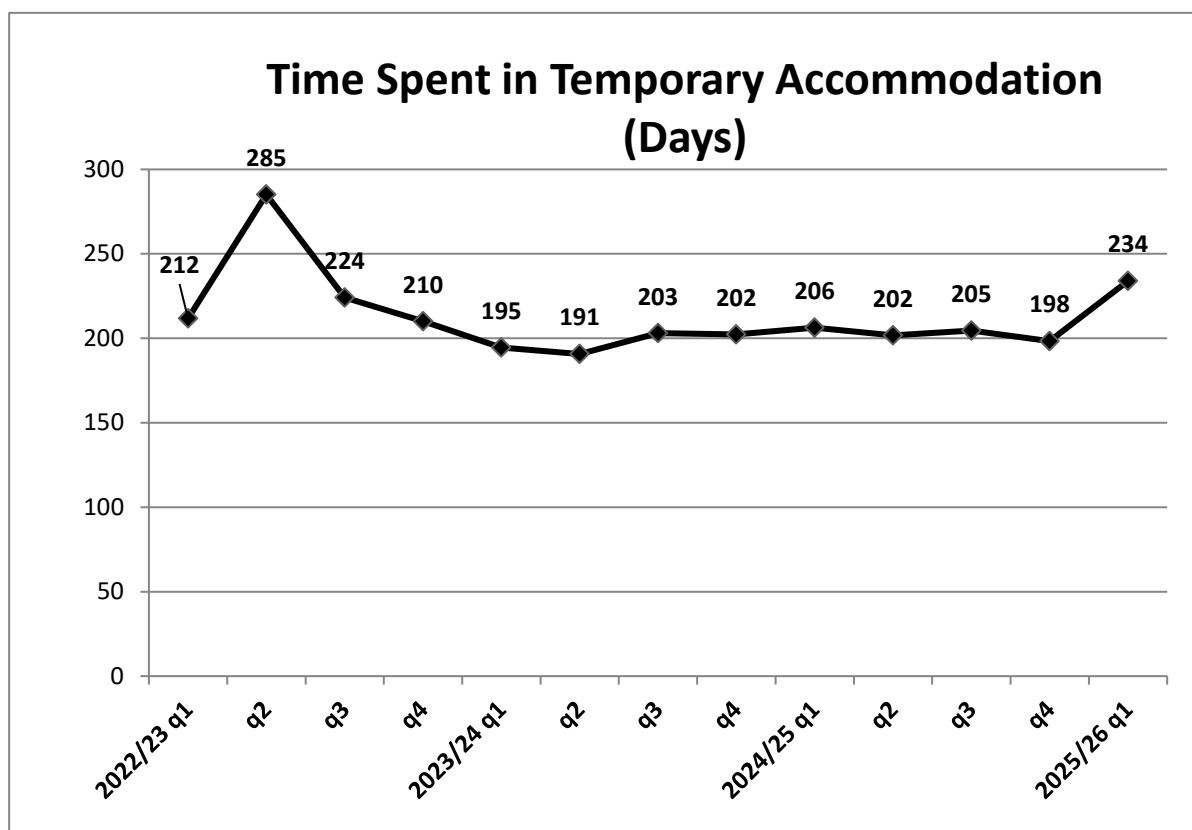
8.2 **Table 6** below shows the number of homeless presentations received per Quarter.

8.3 **Table 6 - Homeless Presentations**



- 8.4 There were 399 presentations across Highland at the end of Quarter 2, with Inverness having 163 of that total. This represents approximately 35% of all presentations. The team is undertaking a significant amount of homeless prevention activity which can result in people avoiding having to make a homeless application.
- 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 show the number of households currently in temporary accommodation and the average time spent in temporary accommodation. Members will note the improvement over time, which has been achieved through prioritising allocations to homeless households.

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 the 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** below shows the total number of homeless applications currently open with the Inverness housing teams, and the size of property required by these homeless households.

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

<b>Inverness Homeless</b>	<b>Size of Property Required</b>				
	<b>Total</b>	<b>1 bed</b>	<b>2 bed</b>	<b>3 bed</b>	<b>4 bed +</b>
Current number of homeless households	427	318	72	18	19
<b>Highland-wide</b>	<b>868</b>	<b>657</b>	<b>140</b>	<b>42</b>	<b>29</b>

## 9 Allocations

9.1 **Table 9** below shows the number of allocations completed per Quarter across the Inverness area. The table also identifies the type of allocation made.

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

Number of Allocations Completed	<b>2024/25</b>			<b>2025/26</b>	
	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>	<b>Q1</b>	<b>Q2</b>
No. of Lets to Transfer List Applicants	10	12	8	32	23
No. of Lets to General List Applicants	4	11	11	13	10
No. of Lets to Waiting List (including with homeless points) Applicants	49	56	36	67	52
<b>Total</b>	<b>63</b>	<b>79</b>	<b>55</b>	<b>112</b>	<b>85</b>

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: 30 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

Appendices: None