

The Highland Council

Agenda Item	4
Report No	DSA/23/25

Committee: Dingwall and Seaforth

Date: 27 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)** - There are no health and safety 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 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
Dingwall & Seaforth	1118	£257,650	£238,706	£243,730	£231,585	£256,109

- 6.3 Rent arrears in Dingwall and Seaforth have increased since quarter 1, however remain at a similar level to the same period in the previous year.
- 6.4 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.

6.5 **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
Dingwall & Seaforth	7.05%	6.61%	6.61%	5.71%	6.31%
Highland	7.43%	7.04%	6.82%	5.94%	6.37%

- 6.6 Gross rent arrears as a percentage of annual rent due has increased since Quarter 1, however it is lower than the same period last year and remains lower than the Highland average.

- 6.7 The table below shows the current arrears in Dingwall and Seaforth 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	
Dingwall & Seaforth	310	56	45	24
Total value of cases	£55,455	£38,365	£75,820	£86,469

- 6.9 The table below provides information on formal actions taken in relation to rent arrears in Dingwall and Seaforth.

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

	2024/25			2025/26	
	Q2	Q3	Q4	Q1	Q2
Notice of Proceedings issued	35	9	22	53	21
Court Actions Initiated	2	0	0	3	5
Evictions Completed	1	0	0	0	0

- 6.11 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. Where tenants have not engaged with support, cases have progressed to formal court action.

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 cases reported and the percentage of cases that were resolved within key indicator timescales.

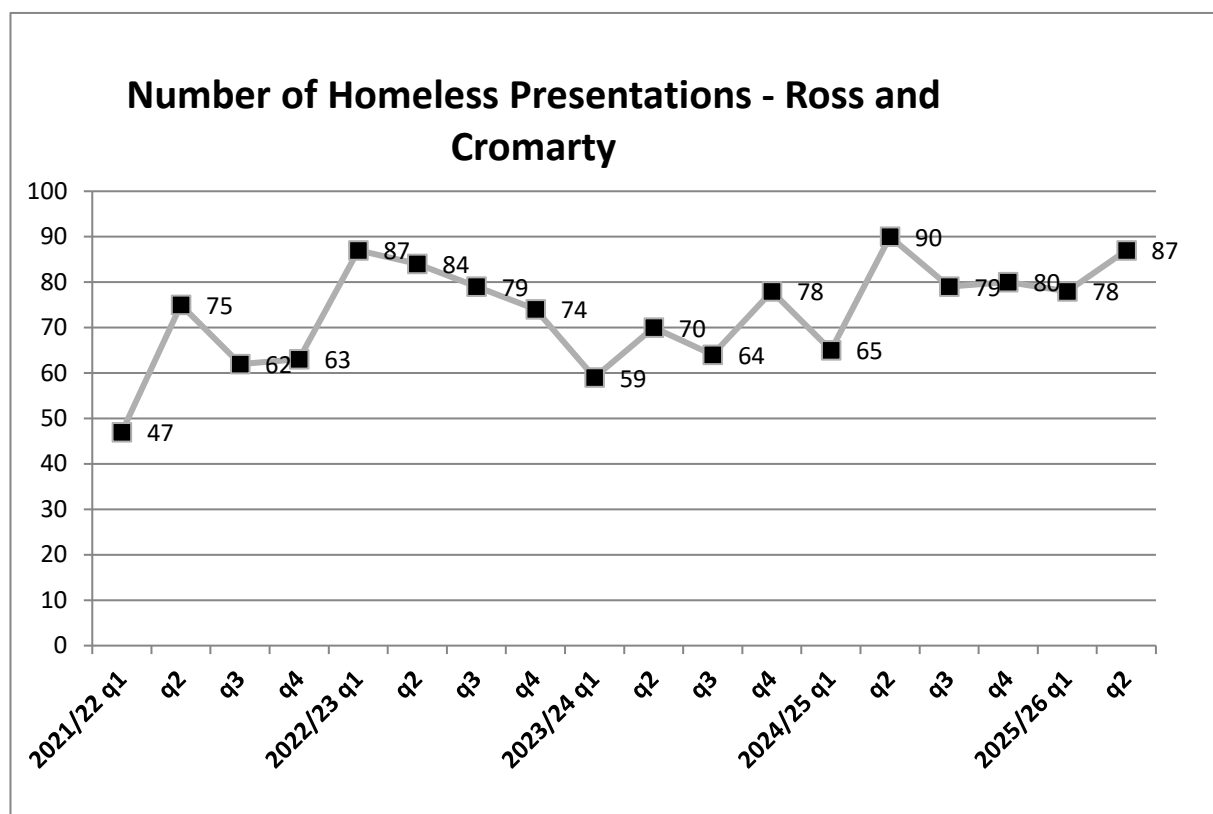
7.3 **Table 5 – ASB cases reported/resolved**
Target 88%
2024/25 SHN Benchmark (Group) – 93.7%

	2024/25			2025/26	
	Q2	Q3	Q4	Q1	Q2
Number of New ASB cases reported	2	0	2	15	7
Number of Cases Resolved	0	1	14	0	10
Number of Open Cases	8	7	2	17	13
Highland Wide Open Cases	100	105	29	115	122

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 combined 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 Quarter 2 2025/26. 87 of these were in Mid Ross and Easter Ross.

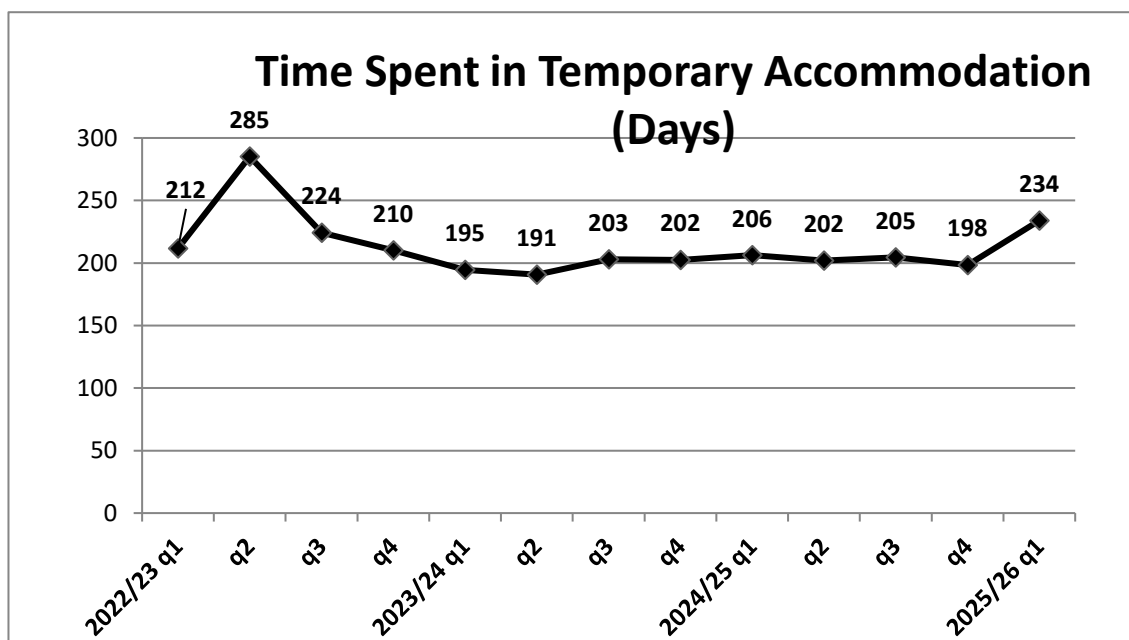
8.4 **Table 6 - Homeless Presentations**



- 8.5 The numbers of homeless presentations are demand led and therefore fluctuate throughout the year. 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 across Highland. 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 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 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	1	7	7	6	0
No. of Lets to Non-Homeless Housing List Applicants	2	0	1	0	1
No. of Lets to Homeless Applicants	11	32	19	18	6
Total	14	39	27	24	7

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:	29 October 2025
Author:	Jake Mitchell, Housing Manager (North)
Background Papers:	Scottish Housing Regulator: The Scottish Social Housing Charter: Indicators and Context Information
Appendices:	None