

The Highland Council

Agenda Item	8
Report No	SR/29/25

Committee: Isle of Skye & Raasay

Date: 1 December 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 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 In accordance with the Scottish Social Housing Charter guidance, the Rent Arrears, Anti-social Behaviour and Allocations figures are cumulative (unless otherwise stated), while the Homeless Presentation 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 figure for the last five Quarters.

6.2 **Table 1 – Current Rent Arrears**

Rent arrears	No of Houses	2024/25			2025/26	
		Q2	Q3	Q4	Q1	Q2
Skye	396	£46,648	£45,370	£49,922	£37,285	£43,173

- 6.3 Rent arrears on Skye have improved when compared to the same quarter 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
Skye	6.07%	5.91%	6.06%	4.35%	4.68%
Highland	7.43%	7.04%	6.82%	5.94%	6.37%

6.6

Gross rent arrears as a percentage of annual rent due on Skye has decreased since Quarter 2 last year and remains lower than the Highland-wide figure of 6.37%.

6.7

The table below shows the current arrears on Skye 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	
Skye	100	12	10	1
Total value of cases	£16,894	£7,589	£16,079	£2,611

6.9

The table below provides information on formal actions taken in relation to rent arrears on Skye.

6.10

Table 4 – Rent actions (not cumulative)

	2024/25			2025/26	
	Q2	Q3	Q4	Q1	Q2
Notice of Proceedings issued	6	9	2	10	4
Court Actions Initiated	0	0	3	1	2
Evictions Completed	0	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. The number of cases that have progressed to court action remains low.

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	0	0	1	0	0
Number of Cases Resolved	0	0	0	0	0
Number of Open Cases	0	0	1	1	1
Highland Wide Open Cases	100	105	29	115	122

7.4 The number of anti-social behaviour cases on Skye remains very low. The team are focussed on dealing with minor issues swiftly as part of routine tenancy management work.

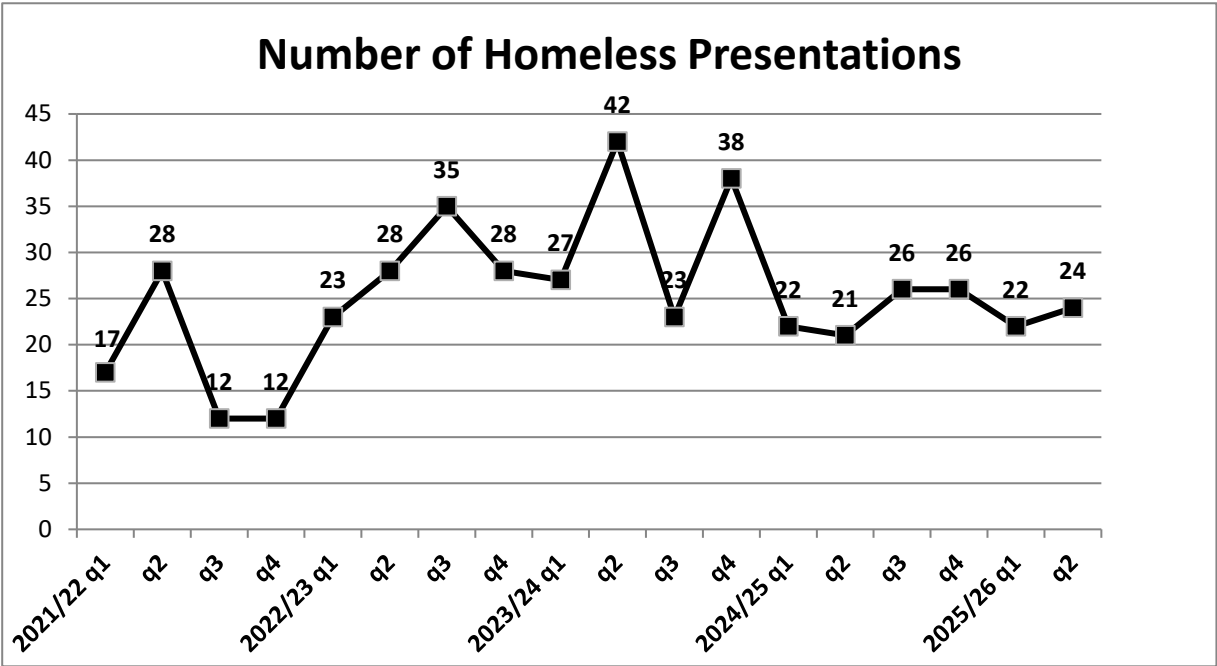
8 Homelessness

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 on Skye.

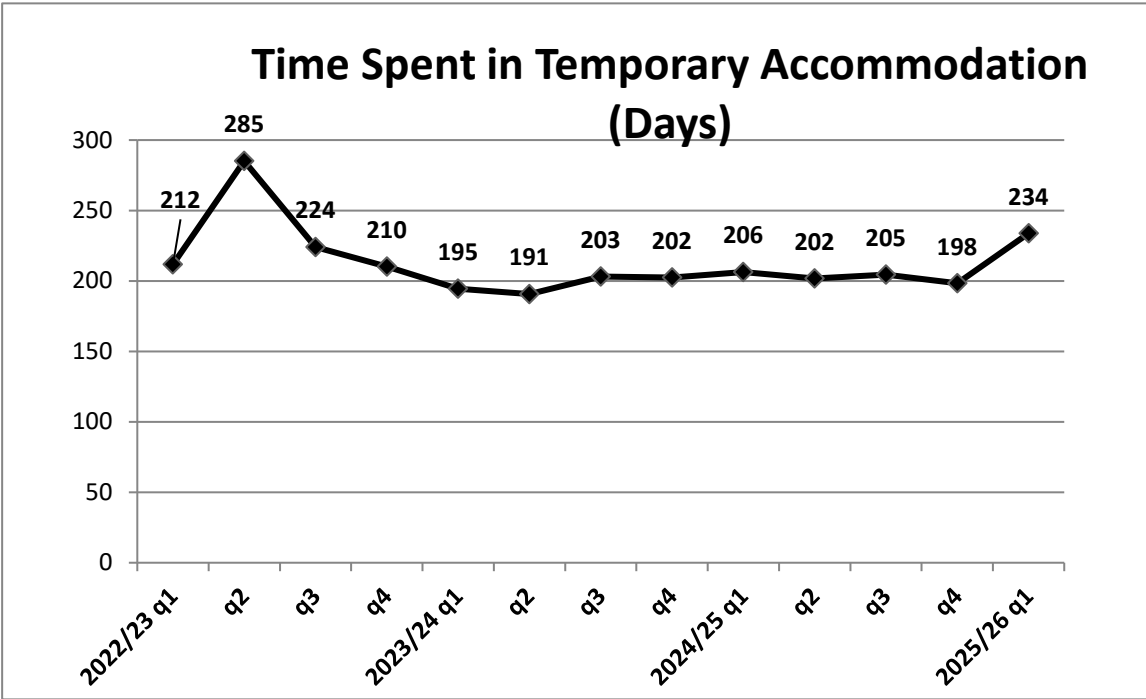
8.3 There were 399 presentations across Highland at the end of Quarter 2. Twenty-four of these were on Skye.

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 and tied 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 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 local housing team on Skye, and the size of property required by these homeless households.

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

Skye Homeless	Size of Property Required				
	Total	1 bed	2 bed	3 bed	4 bed +
Current number of homeless households	69	59	9	1	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 on Skye.

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	0	1	1	0	1
No. of Lets to Non-Homeless Housing List Applicants	0	3	0	3	0
No. of Lets to Homeless Applicants	9	4	6	4	2
Total	9	8	7	7	3

9.3 The local housing team on Skye are focussed on achieving outcomes for local households in the highest level of housing need.

Designation: Assistant Chief Executive - Place

Date: 10 November 2025

Author: Jake Mitchell, Housing Manager (North)
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Background Papers: Scottish Housing Regulator: The Scottish Social Housing Charter: Indicators and Context Information

Appendices: None