

Agenda Item	5
Report No	BIER-15-26

The Highland Council

Committee: Black Isle and Easter Ross

Date: 11 May 2026

Report Title: Housing Management Performance Report – 1 April 2025 to 31 March 2026

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 31 March 2026.

2 Recommendations

2.1 Members are asked to **note** the information provided on housing performance in the period 1 April 2025 – 31 March 2026.

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 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			
		Q4	Q1	Q2	Q3	Q4
Black Isle	310	£47,169	£46,100	£43,111	£34,535	£29,254
Cromarty Firth	1528	£337,104	£319,511	£368,307	£319,747	£288,104
Tain & Easter Ross	655	£138,291	£134,557	£147,523	£138,942	£127,766

6.3 Rent arrears across all three wards are lower than the previous quarter and lower than 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			
	Q4	Q1	Q2	Q3	Q4
Black Isle	3.64%	3.40%	3.56%	2.50%	2.33%
Cromarty Firth	7.31%	6.28%	6.89%	6.28%	5.90%
Tain & Easter Ross	7.62%	6.58%	6.95%	6.72%	6.66%
Highland	6.82%	5.94%	6.37%	5.78%	5.46%

6.6

Gross rent arrears as a percentage of annual rent due across all three wards has reduced when compared to the previous quarter and is lower than the same quarter in the previous 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	42	8	7	2
Cromarty Firth	376	96	54	19
Tain & Easter Ross	171	36	34	6
Total value of cases	£111,594	£95,234	£148,728	£89,569

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

	2024/25	2025/26			
	Q4	Q1	Q2	Q3	Q4
Notice of Proceedings issued	34	58	90	53	44
Court Actions Initiated	15	11	16	5	4
Evictions Completed	1	0	1	0	2

6.11

The local Housing team continue to review rent arrears cases on a regular basis to ensure that cases are progressed appropriately. Officers are focused on intervening early and offering support and advice to prevent arrears escalating. Table 4 demonstrates that arrears performance has been maintained with only 3 cases reaching eviction stage during 2025/26.

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 behaviour cases reported and the number of cases resolved.

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

	2024/25	2025/26			
	Q4	Q1	Q2	Q3	Q4
Number of New ASB cases reported	0	14	16	7	8
Number of Cases Resolved	29	1	11	15	16
Number of Open Cases	1	15	20	17	9
Highland Wide Open Cases	29	115	122	109	89

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

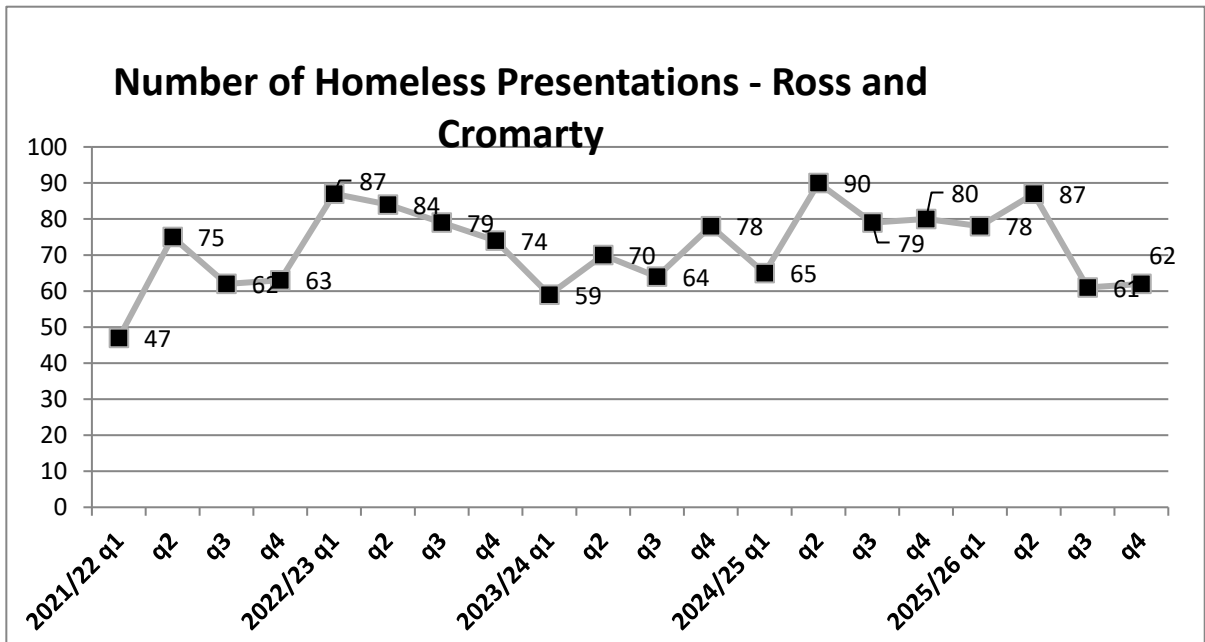
8.1 Performance information on homelessness is not collected as part of the Scottish Social Housing Charter return; however a number of indicators have been agreed for reporting to Local Committees.

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 337 presentations across Highland at the end of Q4 2025/26. Sixty-two of these were in Mid Ross and Easter Ross

8.4

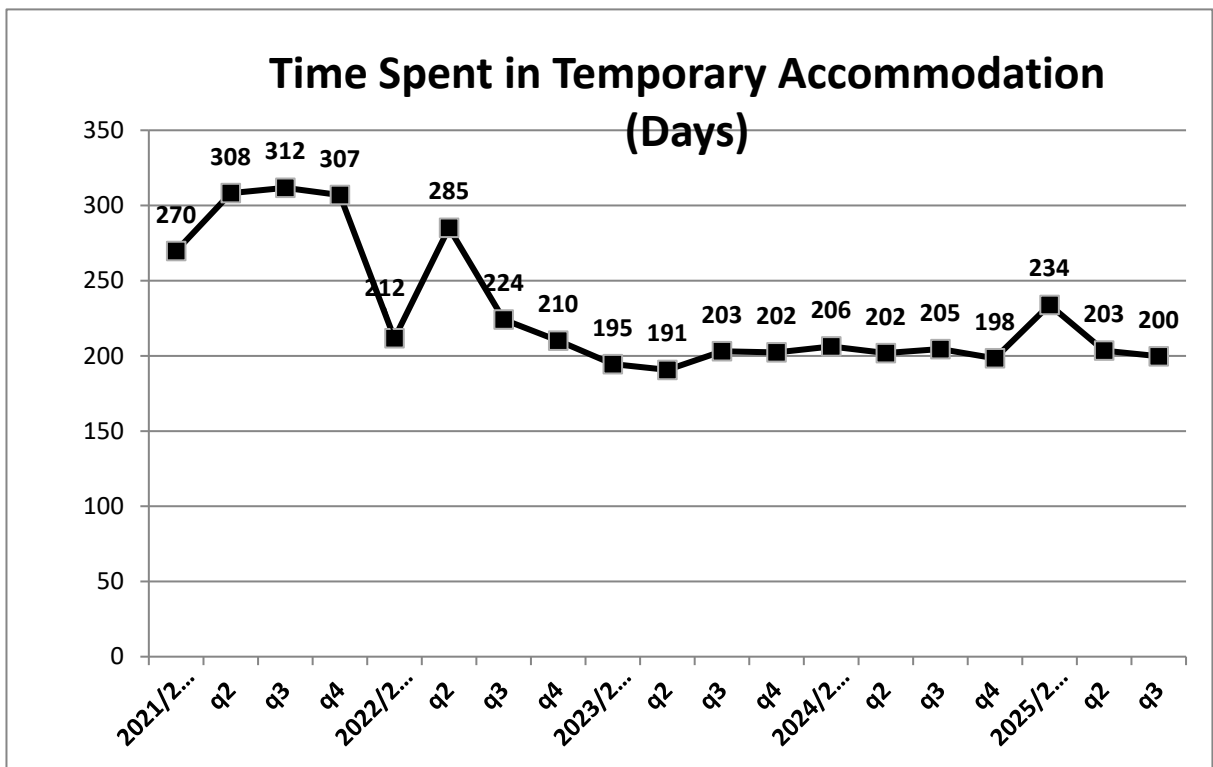
Table 6 - Homeless Presentations



8.5 The numbers of homeless presentations are demand led and therefore fluctuate throughout the year, meaning there are limited ways to predict this demand. The main reasons for homeless presentations in Black Isle and Easter Ross are due to relationship breakdowns and private rented tenancies coming to an end.

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.

Table 7 – Time Spent in Temporary Accommodation (Days)



- 8.7 The length of time spent in temporary accommodation across Highland remains at a stable level. This demonstrates the ongoing commitment to resolving homelessness as soon as possible.
- 8.8 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.

8.9 **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	129	21	6	1
Highland-wide	893	689	125	50	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			
	Q4	Q1	Q2	Q3	Q4
No. of Lets to Transfer List Applicants	15	15	16	12	11
No. of Lets to Non-Homeless Housing List Applicants	5	12	12	9	6
No. of Lets to Homeless Applicants	13	33	36	21	25
Total	33	60	64	42	42

- 9.3 The local housing team continue to be focussed on achieving outcomes for households in the highest level of housing need.

Designation: Assistant Chief Executive - Place

Date: 21 April 2026

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