

Agenda Item	9
Report No	LA/25/26

The Highland Council

Committee: Lochaber Area

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)** – No 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 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 5 Quarters.

6.2 **Table 1 – Current Rent Arrears**

Rent arrears	No of Houses	2024/25	2025/26			
		Q4	Q1	Q2	Q3	Q4
Caol and Mallaig	673	£101,460	£105,463	£108,114	£102,368	£93,174
Fort William and Ardnamurchan	890	£179,976	£163,440	£187,128	£153,907	£143,447
Total	1563	£281,436	£268,903	£295,242	£256,275	£236,621

6.3 Members will note the continued, positive improvement in the arrears figures across 2025/26 and the considerably lower position when comparing Q4 of 2024/25 to Q4 of 2025/26. This sustained improvement is testament to the hard work of the team in managing rent arrears and has been achieved through early intervention, supporting tenants in their tenancies, providing and assistance and without any evictions being carried out.

- 6.4 The local team remains committed to early intervention to prevent the escalation of rent arrears. Officers take a proactive approach by contacting tenants at an early stage, agreeing affordable repayment plans and maintaining regular contact. The team is focused on engaging with tenants to offer advice and practical assistance, including signposting to specialist support services where appropriate.
- 6.5 The local team is working towards completing Home Tenancy Sustainment Visits for all tenants on a rolling three-year cycle, which is recognised as good practice in the effective sustainment of tenancies. The introduction of a monthly housing surgery in November 2025 has also further enhanced access to the service, providing tenants with the opportunity to meet officers face-to-face without the need for a prior appointment.
- 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			
	Q4	Q1	Q2	Q3	Q4
Caol and Mallaig	3.98%	4.09%	4.06%	3.73%	3.35%
Fort William and Ardnamurchan	7.79%	7.05%	7.56%	6.91%	6.80%
Lochaber Average	5.88%	5.57%	5.81%	5.32%	5.07%
Highland	6.82%	5.94%	6.37%	5.78%	5.46%

- 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	88	28	15	8
Fort William and Ardnamurchan	132	44	35	10
Total value of cases	43,860	52,965	77,586	62,210

- 6.11 Table 4 below provides information on formal actions taken in relation to rent arrears in 2025/26.

6.12

Table 4 – Rent actions

	2024/25	2025/26			
	Q4	Q1	Q2	Q3	Q4
Notice of Proceedings issued	13	25	55	44	25
Court Actions Initiated	2	7	11	5	5
Evictions Completed	0	0	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 (ASB) 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			
	Q4	Q1	Q2	Q3	Q4
Number of New ASB cases reported	0	8	3	5	14
Number of Cases Resolved	10	1	2	12	12
Number of Open Cases	0	8	10	5	7
Highland Wide Open Cases	29	115	122	109	89

7.4 There has been an increase in the number of cases of ASB recorded in Lochaber in 2025/26 which is a result of both improved recording of instances of ASB and an increase in the number of cases of ASB being reported to the service.

7.5 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.

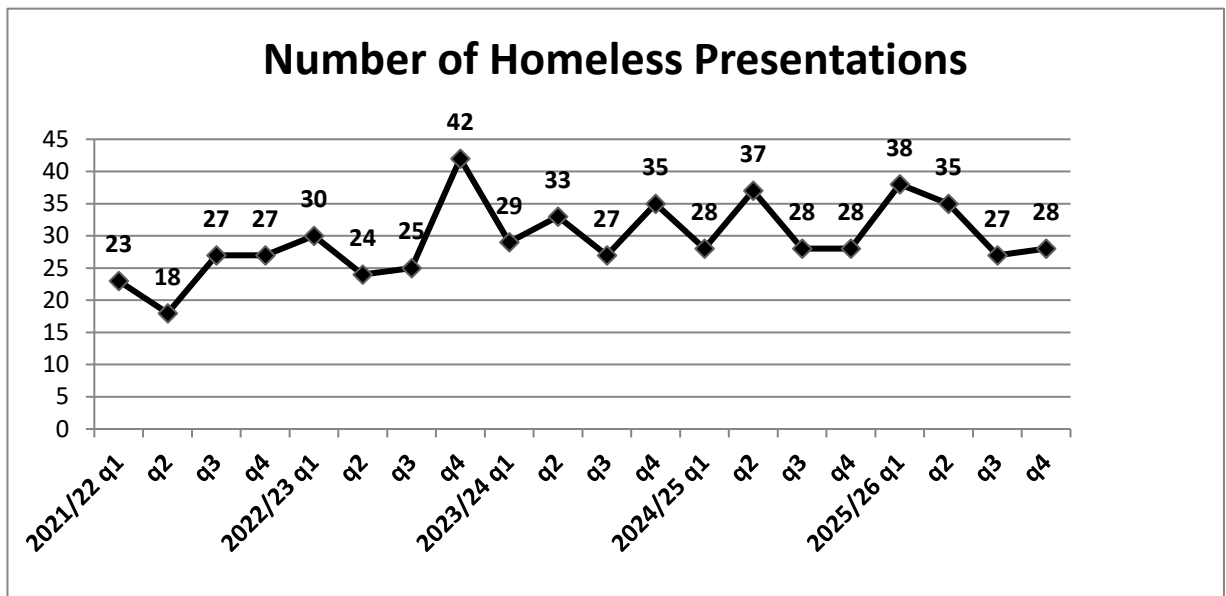
8 Homelessness

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 337 presentations across Highland at the end of Quarter 4 2025/26. There were 28 homeless presentations in Lochaber in Quarter 4 of 2025/26.

8.4 Table 6 - Homeless Presentations

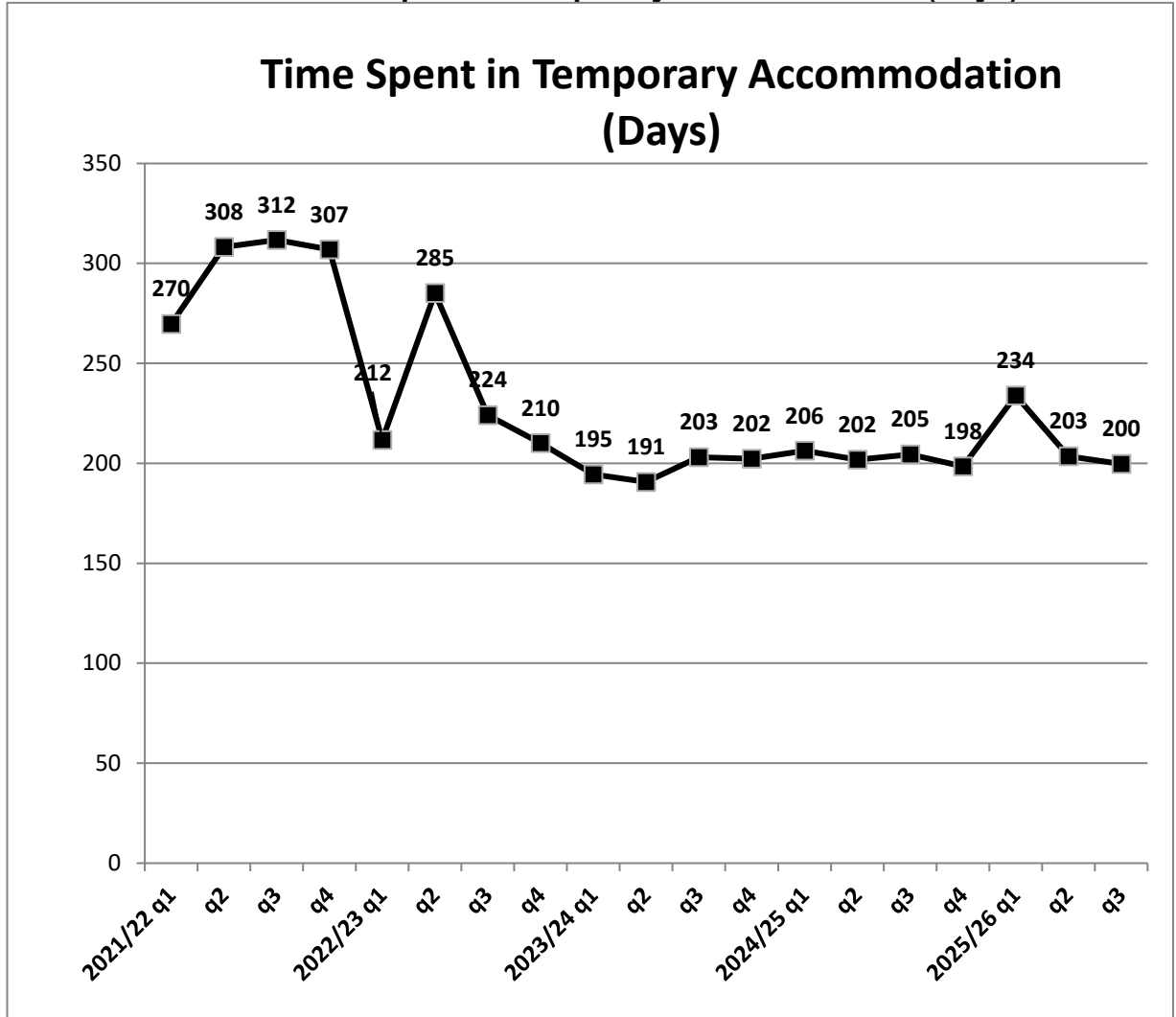


8.5 The number of homeless presentations in Lochaber has remained generally consistent across 2025/26. However, the requirement for homelessness assistance is a demand led service and therefore fluctuates throughout the year. There are limited ways to predict the demand for homelessness services, however, the team have a focus on providing what assistance is required and preventing homelessness where possible.

8.6 Table 7 below show 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 decreased across 2025/26 which is a result of continuing to focus on outcomes for homeless households.

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	78	72	2	4	0
Highland-wide	893	689	125	50	29

9 Allocations

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

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	4	20	8	4	9
No. of Lets to Non-Homeless Housing List Applicants	6	8	6	5	3
No. of Lets to Homeless Applicants	15	37	23	18	11
Total	94	65	37	27	23

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: 20 April 2026

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

Appendices: None