

Agenda Item	7
Report No	CIA/24/26

The Highland Council

Committee: City of Inverness Area

Date: 18 May 2026

Report Title: Housing 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 Section 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)** – 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 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

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 5 Quarters.

6.2 **Table 1 – Current Rent Arrears (£)**

Rent arrears	No of Houses	2024/25	2025/26			
		Q4	Q1	Q2	Q3	Q4
Aird & Loch Ness	374	88,709	78,123	78,591	64,947	54,466
Inverness West	675	162,329	144,666	159,167	142,588	129,392
Inverness Central	1985	719,837	657,032	642,076	554,759	502,097
Inverness Ness-Side	559	147,567	138,783	153,607	122,761	111,184
Inverness Millburn	452	111,802	99,172	108,748	100,830	96,056
Culloden & Ardersier	654	170,537	172,780	193,949	153,641	127,531
Inverness South	179	51,732	51,652	56,164	54,182	52,605
Total		1,452,513	1,342,208	1,392,302	1,193,708	1,073,332

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 2025/26 to Q4 of 2024/25. 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 with only a very low number of evictions having been carried out.

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			
	Q4	Q1	Q2	Q3	Q4
Aird & Loch Ness	7.30%	5.90%	5.76%	4.85%	4.36%
Inverness West	7.46%	6.18%	6.66%	6.00%	5.46%
Inverness Central	12.76%	10.99%	11.25%	10.23%	9.84%
Inverness Ness-Side	8.90%	8.21%	8.83%	7.33%	6.64%
Inverness Millburn	8.09%	7.22%	7.91%	7.48%	7.29%
Culloden & Ardersier	7.91%	6.99%	7.83%	6.63%	5.68%
Inverness South	10.03%	8.91%	10.21%	9.82%	9.42%
Highland	6.82%	5.94%	6.37%	5.78%	5.46%

6.7 Fluctuations can occur depending on the time of year, but it is encouraging to see gross rent arrears as a percentage of annual rent due in the Inverness area continue to reduce and the positive position relative to the equivalent quarter in 2024/25.

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.

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

	Current Arrears			
	< £500	> £500	> £,1000	> £2,500
		< £1,000	< £,2500	
Aird & Loch Ness	71	11	13	5
Inverness West	175	36	23	11
Inverness Central	518	99	120	40
Inverness Ness-Side	128	37	24	6
Inverness Millburn	111	24	15	8
Culloden & Ardersier	183	42	19	10
Inverness South	45	10	6	6
Total value of cases	235,587	177,854	334,197	325,694

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			
	Q4	Q1	Q2	Q3	Q4
Notice of Proceedings issued	49	71	116	78	72
Court Actions Initiated	13	14	14	14	9
Evictions Completed	5	1	3	1	0

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 evictions which have been carried out 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			
	Q4	Q1	Q2	Q3	Q4
Number of New ASB cases reported	12	39	46	25	27
Number of Cases Resolved	70	14	18	62	24
Number of Open Cases	19	48	57	44	49
Highland Wide Open Cases	29	115	122	109	89

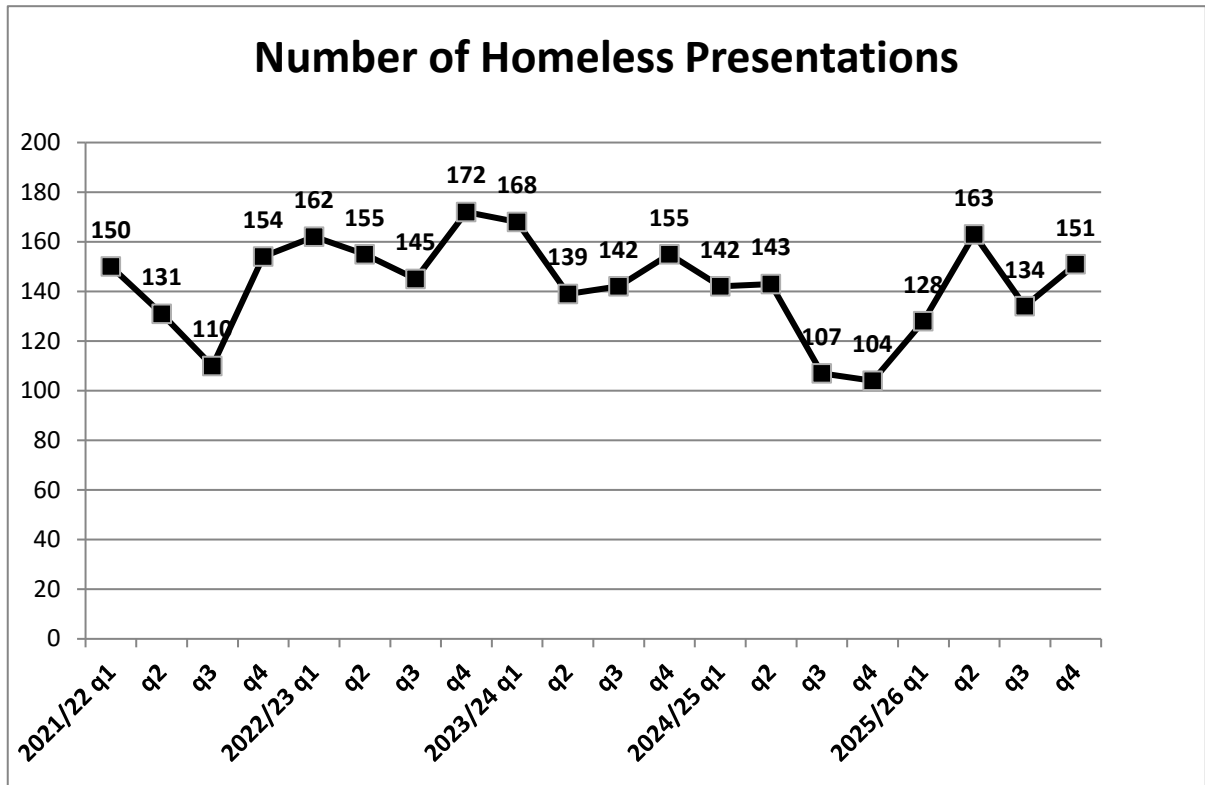
7.4 Tackling antisocial behaviour is a key priority for our housing teams. Case management of cases is often complex, requiring collaboration with other services and external agencies, which may result in extended resolution times. Wherever possible, the team aims to intervene early to prevent escalation.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



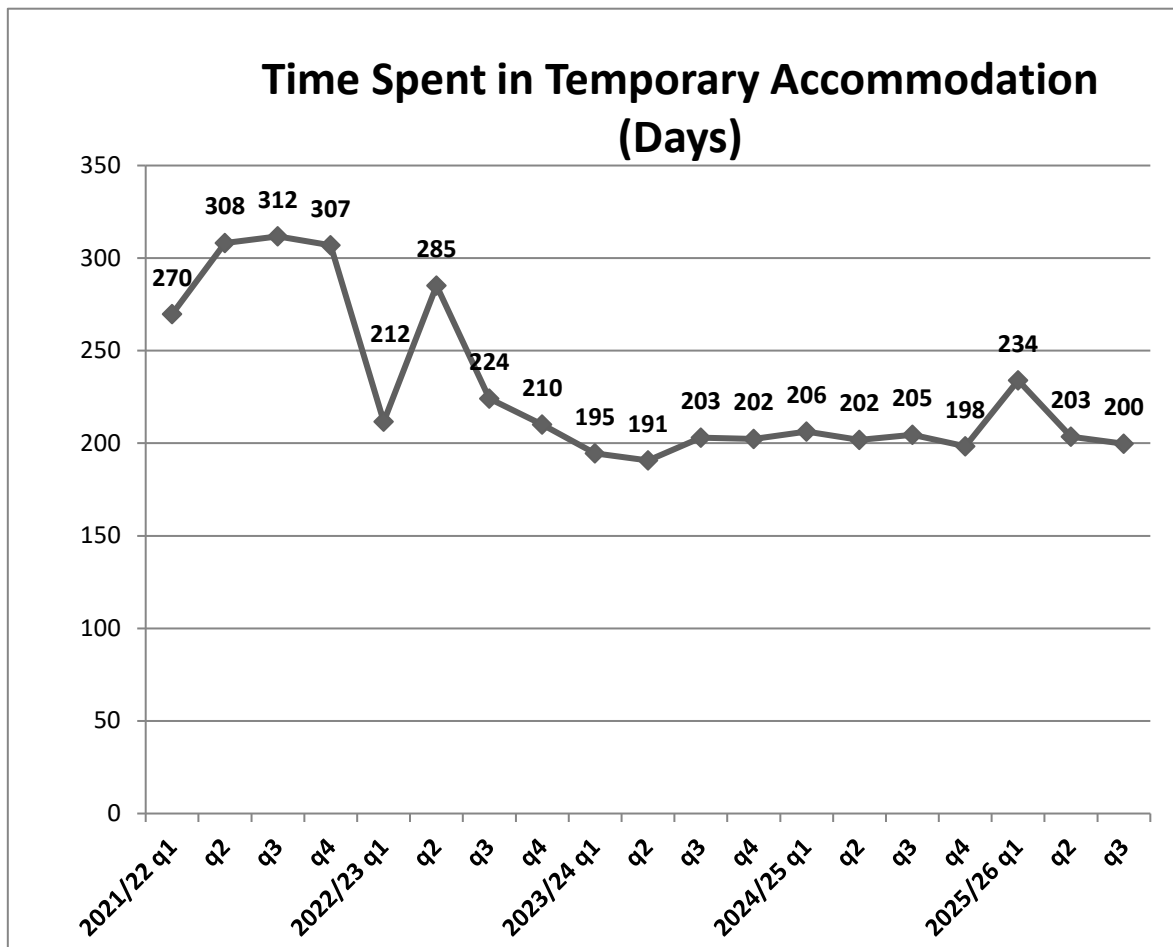
8.4 There were 337 presentations across Highland at the end of Quarter 4, with Inverness having 151 of that total. This represents approximately 35% of all presentations. The team is undertaking a significant amount of homeless prevention activity which can result in people avoiding having to make a 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 reason for homeless presentations in Highland continues to be due to relationship breakdowns. 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.

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

Inverness Homeless	Size of Property Required				
	Total	1 bed	2 bed	3 bed	4 bed +
Current number of homeless households	439	333	61	23	22
Highland-wide	893	689	125	50	29

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	2024/25	2025/26			
	Q4	Q1	Q2	Q3	Q4
No. of Lets to Transfer List Applicants	8	32	23	9	10
No. of Lets to Non-Homeless Housing List Applicants	11	13	10	7	0
No. of Lets to Homeless Applicants	36	67	52	80	51
Total	55	112	85	96	61

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 April 2026

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

Appendices: None