

Agenda Item	5
Report No	HP/14/26

The Highland Council

Committee: Housing & Property

Date: 20 May 2026

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

Report By: Assistant Chief Executive - Place

1 Purpose/Executive Summary

1.1 This report provides information on how the Housing Service has performed in 2025/26 up to 31 March 2026 based on key performance indicators and national benchmarking information.

2 Recommendations

2.1 Members are asked to **scrutinise** and **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** - There are no risk implications arising from this report.

3.4 **Health and Safety (risks arising from changes to plant, equipment, process, or people)** – There are 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 performance information based on the reporting framework recommended by the SHR. 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

5.3 In accordance with the Scottish Social Housing Charter guidance, the Repairs, Tenancy Management and Rent Arrears figures are cumulative, while the Homeless Presentations figures are given for each separate quarter.

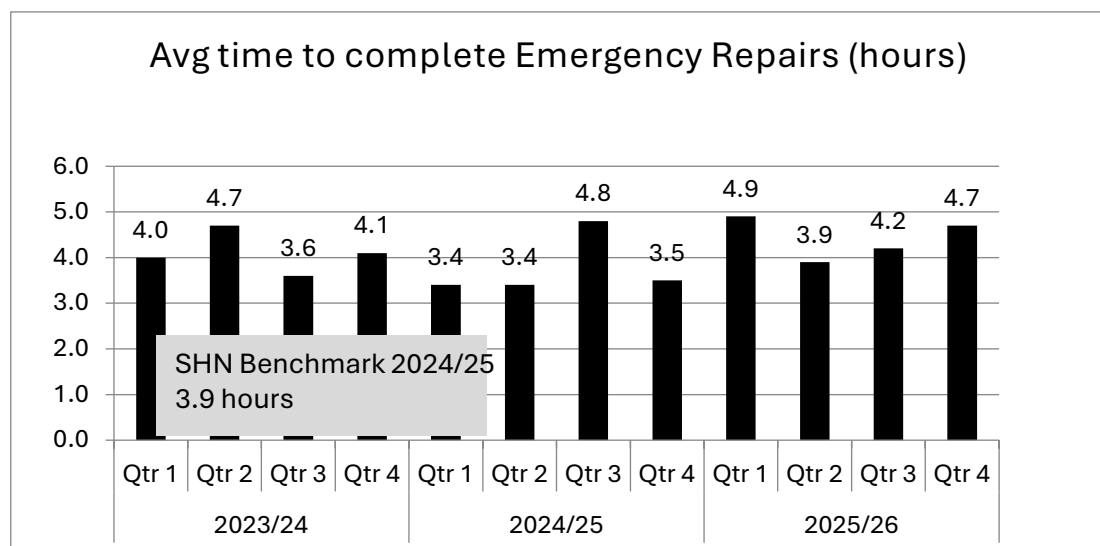
5.4 Scottish Housing Network (SHN) benchmark information derived from the performance of all Scottish Landlords, has also been provided.

6 Housing Repairs

6.1 The key indicators for measuring repairs performance are the average time taken to complete emergency repairs and non-emergency repairs.

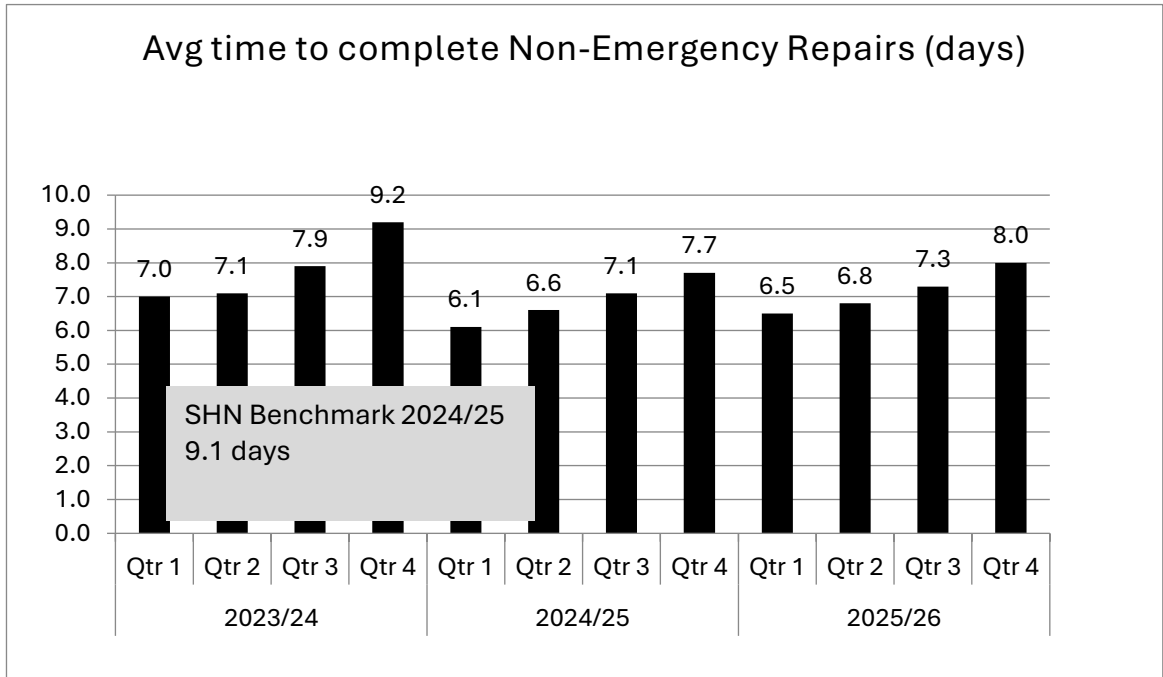
6.2 Graph 1 details performance on the average time taken to complete emergency repairs and Graph 2 details the average time taken to complete non-emergency repairs. Both graphs contain national benchmark figures for these indicators based on published 2024/25 figures. Highland geography needs to be considered when comparing the Highland figures for the national benchmark on completing repairs.

6.3 **Graph 1: Average length of time taken to complete emergency repairs (hours)**
Target 12 hours
2024/25 SHN Benchmark (Group) – 3.9 hours



6.4 Performance on emergency repairs has been excellent in the last three years, and the average time taken to complete emergency repairs is 4.7 hours.

6.5 **Graph 2: Average length of time taken to complete non-emergency repairs (days)**
Target 8.9 days
2024/25 SHN Benchmark (Group) – 9.1 days

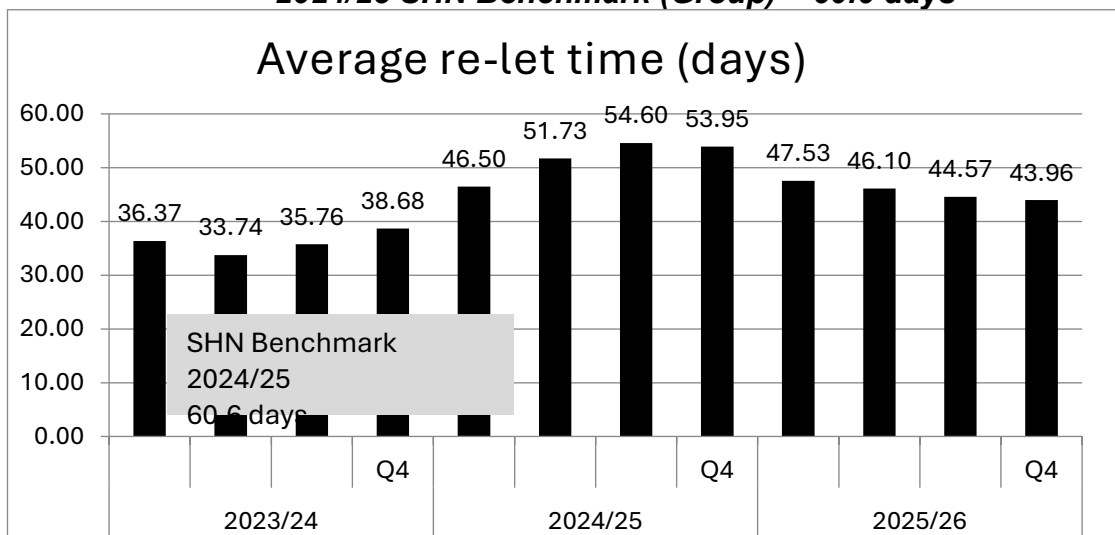


6.6 Performance against non-emergency repairs remains well below the national benchmarking average and reflects excellent performance against this indicator.

7 Tenancy Management

7.1 Graph 3 below provides information on the average re-let time showing the trend back 3 years and highlighting the same quarter in previous years for comparison.

7.2 **Graph 3: Average re-let time (days) Target 55.6 days**
2024/25 SHN Benchmark (Group) – 60.6 days



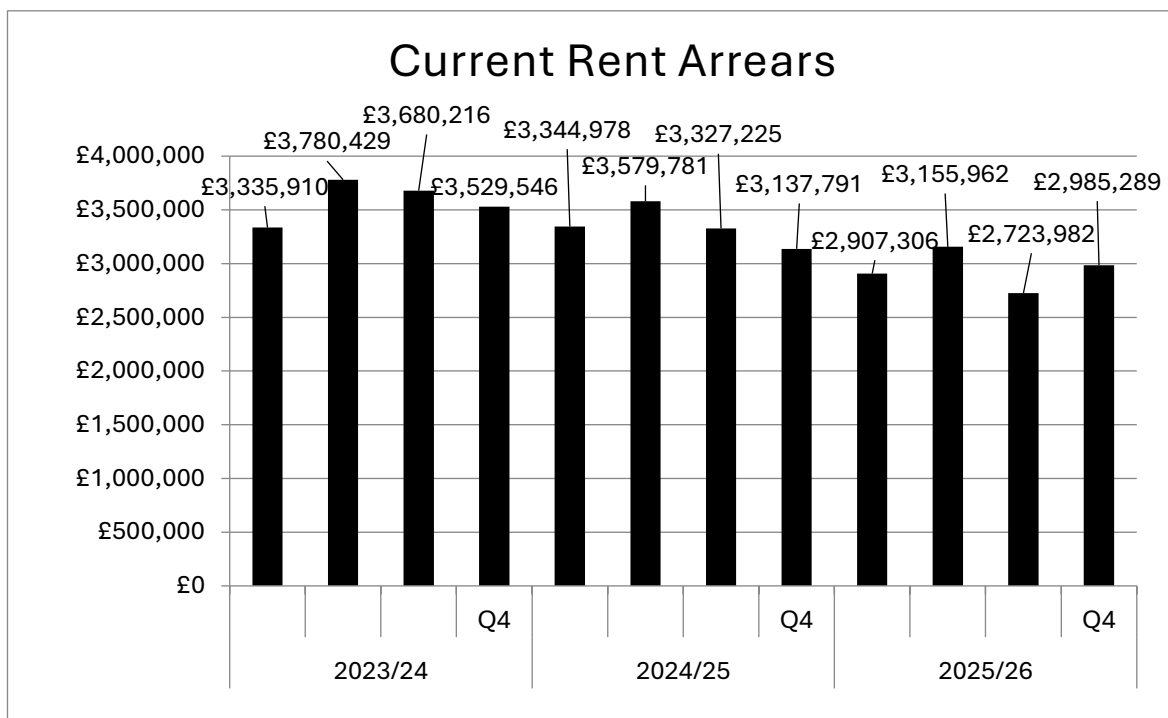
7.3 Re-letting times have decreased for the fifth consecutive quarter and performance continues to compare favourably with the national benchmarking figures. Improving re-let times remains a priority for Housing.

8 Rent Arrears

8.1 The key performance indicator for rent arrears is the value of current arrears. Graph 4 below provides information on current rent arrears and shows the comparative figure for the same quarter in previous years.

Graph 4 – Current Rent Arrears

8.2



8.3 Rent arrears are at the lowest level year-end level since 2021/22. This represents impressive performance, not least as this has taken place over a period of increased rental income and additional tenancies. In this context, the gross rent arrears as a percentage of rent due was 5.46% at year-end. This compares favourably with the figure of 6.42% at 31 March 2025. As a benchmarking comparison, the performance across all local authorities at 31 March 2025 was 8.60%.

8.4 The management of rent arrears remains a priority with robust case reviewing and monitoring arrangements in place. There is a continued focus on arrears prevention work through close working with the Highland Council Welfare Team and agencies such as the Citizens Advice Bureau.

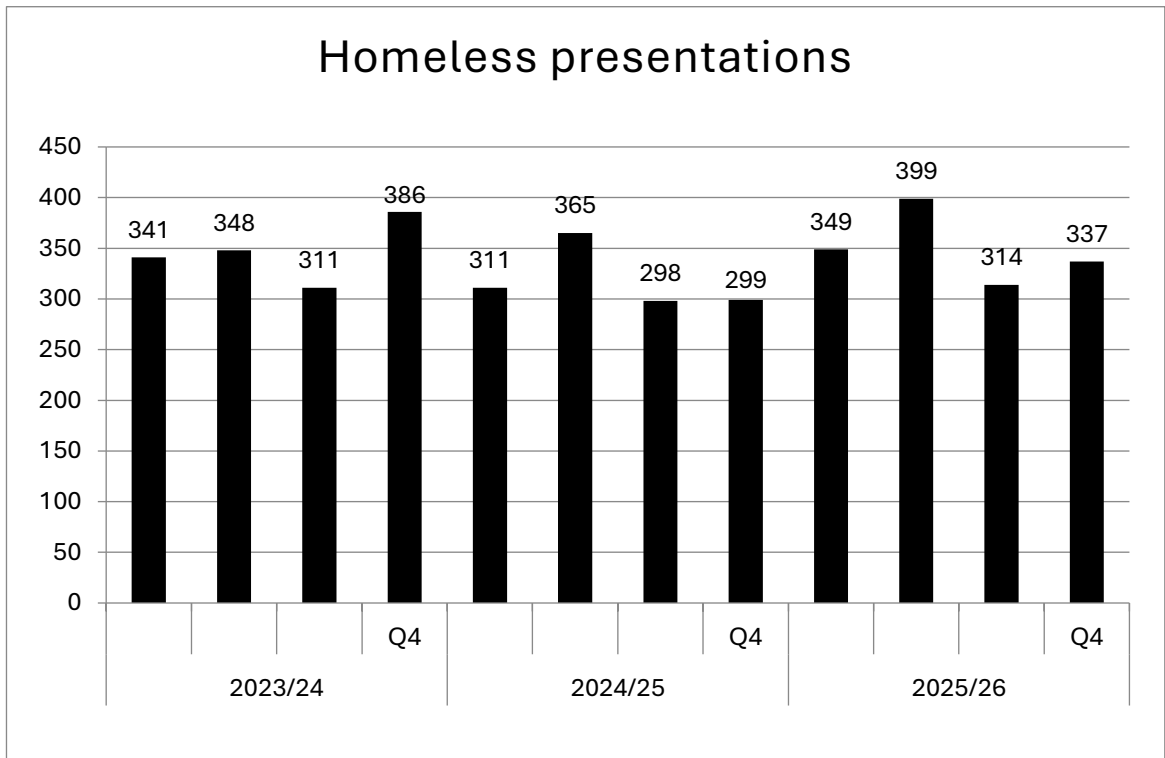
8.5 As approved at January Committee, Housing is reviewing the Rent Arrears Management Policy to ensure that officers continue to provide a balanced and proactive approach to supporting tenants to manage their rent accounts. This review will be considered at Committee in November 2026.

9 Homelessness

9.1 Performance information on homelessness is noted in graphs 5 and 6.

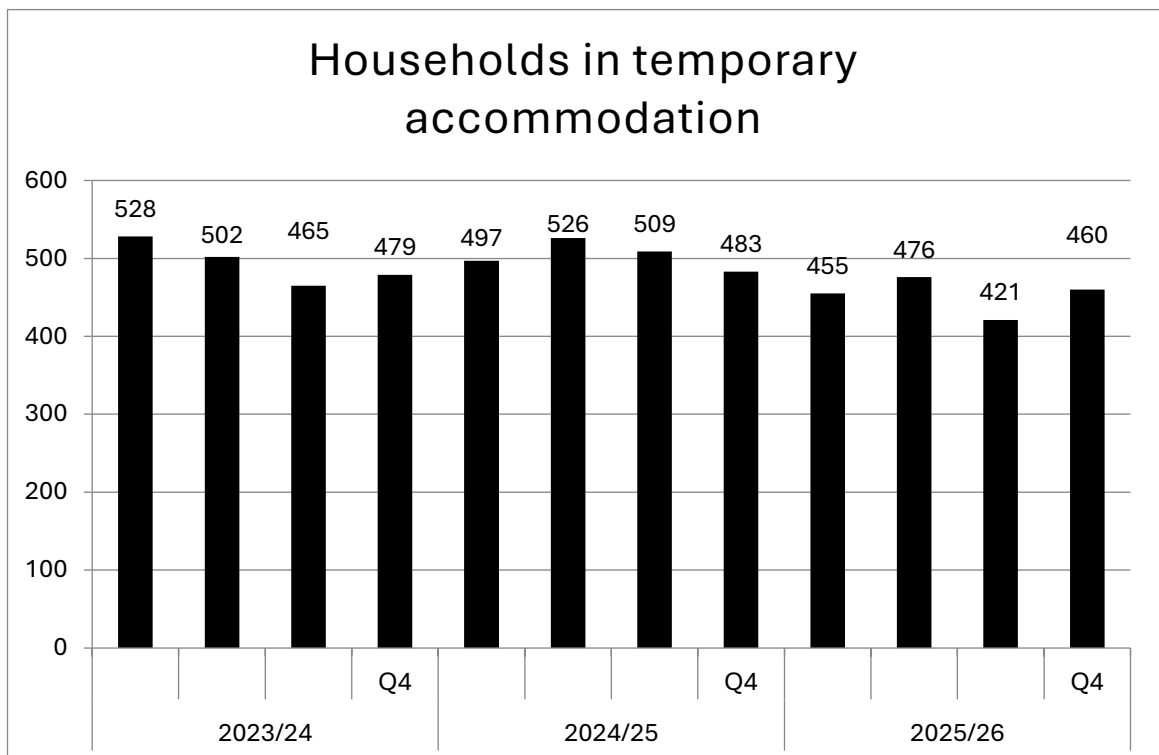
9.2

Graph 5 - Homeless presentations per quarter



9.3

Graph 6 – Households in Temporary Accommodation



9.4

Graph 5 (above) shows that numbers of homeless presentations have increased in the last quarter. The increase in homeless presentations is demand-led, and the increased numbers reflect more presentations in Quarter 4 across several presentation reasons (relationship breakdown, rent/mortgage arrears, and as a result of violence/abuse).

- 9.5 The overall increase in presentations in 2025/26 relates largely to an increase in households being asked to leave their accommodation and an increase in households experiencing domestic abuse. A specific domestic abuse policy for Housing was approved at November Committee. Households experiencing domestic abuse are prioritised for re-housing in the Allocations Policy.
- 9.6 As a result of the ongoing pressure of homelessness presentations, the number of homeless households recorded as living in temporary accommodation has increased from the previous quarter. The figure of 460 households is however significantly lower than in previous years. Highland continues to focus on achieving permanent outcomes for homeless households and this is reflected in the percentage of lets to homeless households. This detail was reported in the Highland Housing Register Annual Allocations Report to this Committee, and this will be taken into account in the review of the Allocations Policy which will be considered at Committee in 2026.
- 9.7 The positive performance of Highland in mitigating homelessness and in achieving permanent housing outcomes was acknowledged by the Scottish Housing Regulator during their 6-monthly engagement visit in December 2025 and in subsequent correspondence in March 2026. More detail on the Council's approach to supporting homeless household is included in the annual homelessness update which is subject to a separate report to this Committee.
- 9.8 The age range of homeless applicants and the reason for homelessness is included in **Appendix 1** of this report. It should be noted that the format of the information is based on Scottish Government reporting criteria.

Designation:	Assistant Chief Executive - Place
Date:	20 April 2026
Author:	Brian Cameron, Strategic Lead Housing & Customer Services
Background Papers:	Scottish Housing Regulator: The Scottish Social Housing Charter: Indicators and Context Information
Appendices:	Appendix 1 - Main reason given by household for homeless presentation by age range (1 April 2025 – 31 March 2026)

Appendix 1

Main reason given by household for homeless presentation by age range (1 April 2025 to 31 March 2026)

Main Reason for Homelessness	16-17	18-25	26-59	Over 60	Total
Asked to leave the accommodation	20	136	259	43	458
Discharged from prison/hospital/care or other setting		5	36	7	48
Emergency such as fire/flooding/storm or Environmental Health Order		1	6	5	12
Fleeing violence from outwith the home (i.e. violence from a neighbour)	1	2	20	1	24
Forced division and sale of matrimonial home			12	3	15
Harassment or other non-violence actions		3	9		12
Loss of service/ tied accommodation		6	34	8	48
Non-Violent Dispute at home (i.e. relationship breakdown)	7	62	241	15	325
Other action by landlord		5	69	20	94
Other reason		11	88	16	115
Other reason for loss of accommodation	1	11	42	7	61
Over-crowding	2	12	21	1	36
Rent or Mortgage Arrears		1	33	7	41
Terminated their accommodation (i.e. ended their tenancy)		2	8	5	15
Violent dispute or abuse from within the home	3	37	120	18	178
	34	294	998	156	1,482