

Agenda Item	4
Report No	NC/09/26

The Highland Council

Committee: Nairnshire

Date: 25 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 performed in relation to the 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)** – None.

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. Information on other performance indicators for housing management is presented in tabular format at **Appendix 1**.
- 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 level of arrears per quarter in 2025/26 along with the final quarter of 2024/25.

6.2 **Table 1 – Current Rent Arrears**

Rent arrears	No of Houses	2024/25	2025/26			
		Q4	Q1	Q2	Q3	Q4
Nairn & Cawdor	741	£139,435	£111,851	£117,668	£102,500	£83,385

6.3 Members will note the continued, positive improvement in the arrear's 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 without any evictions being carried out.

6.4 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.

6.5 **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
Nairn & Cawdor	5.28%	4.64%	4.82%	4.38%	3.76%
Highland	6.82%	5.94%	6.37%	5.78%	5.46%

6.6 Gross rent arrears as a percentage of annual rent due in Nairnshire continues to reduce and is consistently lower than both target levels and the Highland average.

6.7 Table 3 below shows the current arrears in Nairnshire 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	
Nairn & Cawdor	154	27	20	1
Total value of cases	£27,212	£18,878	£34,688	£2,607

6.9 The local housing team continue 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 continue to offer advice and assistance and signposting to specialist services. The team will also be looking to focus on lower-level arrears over the course of the next quarters.

6.11 **Table 4 – Rent actions (not cumulative)**

	2024/25	2025/26			
	Q4	Q1	Q2	Q3	Q4
Notice of Proceedings issued	11	4	7	7	4
Court Actions Initiated	3	0	3	0	1
Evictions Completed	0	0	0	0	0

6.12 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 positive arrears performance has been achieved with only a small number of cases requiring formal legal action and with no evictions being carried out.

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 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	2	2	1	3	5
Number of Cases Resolved	5	0	0	6	1
Number of Open Cases	2	3	2	2	6
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 can often be complex, involving other services and agencies. Consequently, cases can take some considerable time to resolve. Cases that remain open continue to be actively managed by the team.

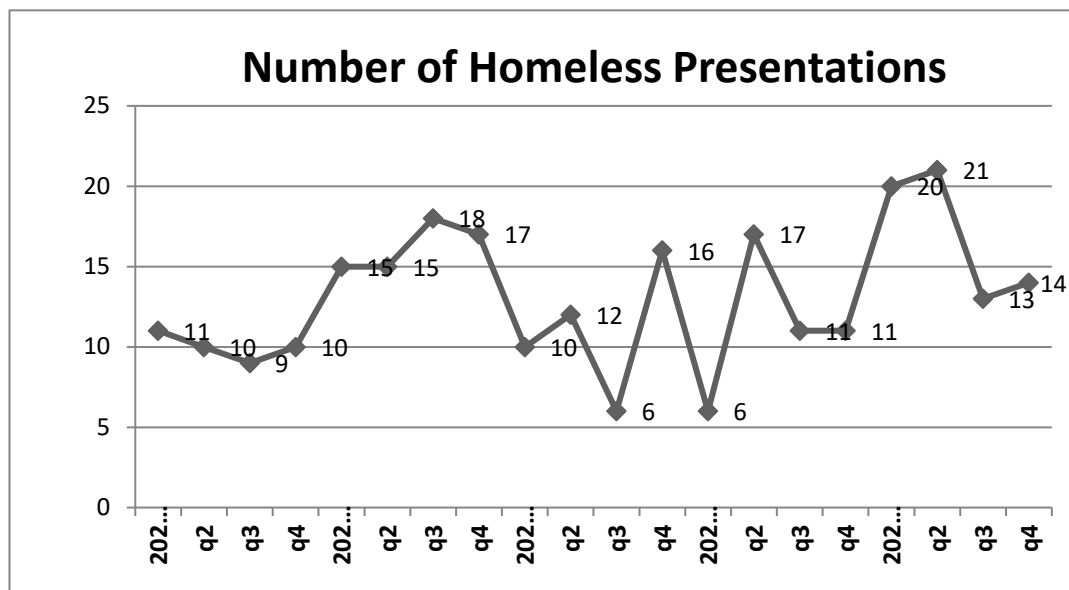
8 Homelessness

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



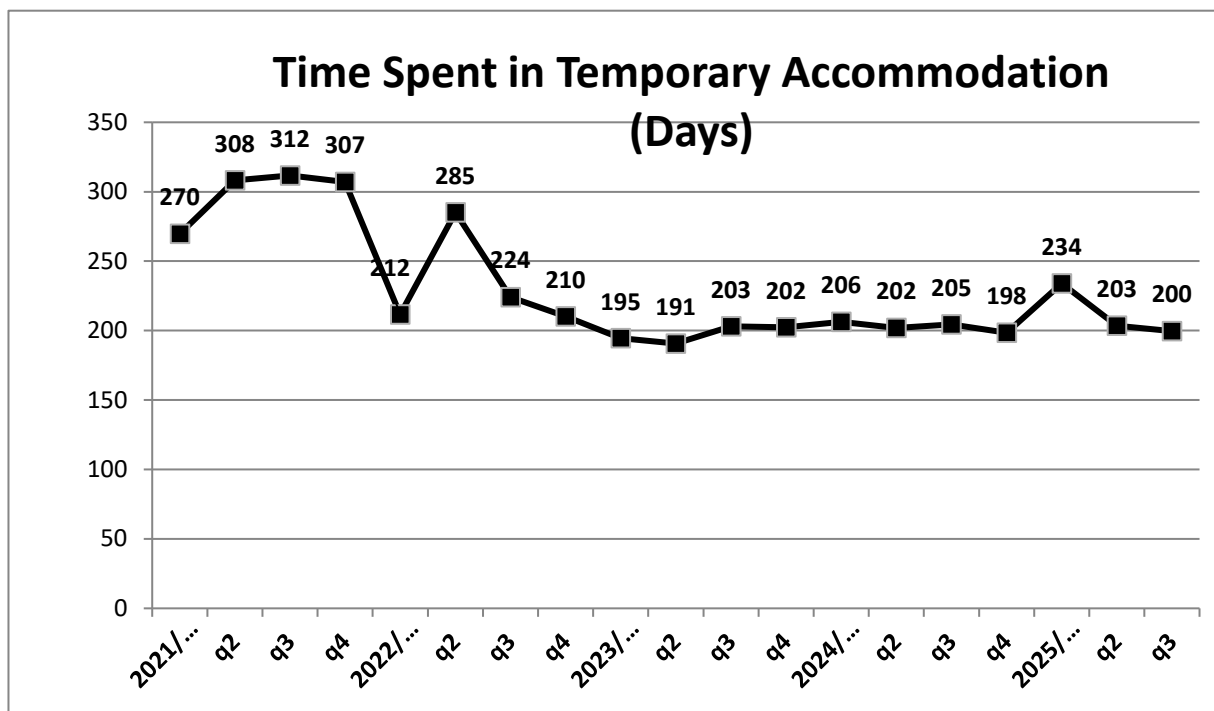
8.4 There were 337 presentations across Highland at the end of Quarter 4 2026. Fourteen presentations were in Nairnshire.

8.5 Across Highland we see increasing pressure on availability of accommodation, across all tenures, with many households struggling to find housing options that are both accessible and affordable. This can result in an increase in the number of homeless presentations but also highlights the importance of homeless prevention activity.

8.6 Table 7 below show the number of households currently in temporary accommodation, and the average time spent in temporary accommodation.

8.7

Table 7 – Time Spent in Temporary Accommodation (Days)



8.8 Table 8 below shows the total number of homeless applications currently open with the Nairnshire housing teams, and the size of property required by these homeless households.

Table 8 – Homeless Households/Property Types

Nairn & Cawdor Homeless	Size of Property Required				
	Total	1 bed	2 bed	3 bed	4 bed +
Current number of homeless households	50	28	11	7	4
Highland-wide	893	689	125	50	29

9 Allocations

9.1 Table 9 below shows the number of allocations completed across the Nairnshire area in 2025/26. The table also identified 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	2	3	1	1	2
No. of Lets to Non-Homeless Housing List Applicants	0	2	0	3	0
No. of Lets to Homeless Applicants	7	7	8	4	7
Total	9	12	9	8	9

9.3 The local team continue focus on prioritising outcomes for those in the greatest level of housing need. At the end of quarter 4, 72% of lets were allocated to applicants from the local area who had homeless points on their housing applications.

Designation: Assistant Chief Executive - Place

Date: 28 April 2026

Author: Jonathan Henderson, Housing Manager
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Background Papers: Scottish Housing Regulator: The Scottish Social Housing Charter: Indicators and Context Information

Appendices: None