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| Agenda Item | <b>15</b>       |
| Report No   | <b>HP/28/26</b> |

# The Highland Council

**Committee:**            **Housing & Property**

**Date:**                    **12 August 2026**

**Report Title:**        **Housing Performance Report: 1 April 2026 – 30 June 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 2026/27 up to 30 June 2026, based on key performance indicators and national benchmarking information.
- 1.2        The report highlights that performance on emergency repairs has been excellent in the last three years and that performance against non-emergency repairs remains well below the national benchmarking average. Re-letting times have decreased again and are at the lowest level since Quarter 2 of 2023/24. Performance continues to compare favourably with the national benchmarking figures.
- 1.3        Rent arrears for Quarter 1 have seen a further reduction and are at the lowest level since the final quarter of 2021/22. This represents impressive performance, not least as this has taken place over a period of increased rental income and additional tenancies.

## **2        Recommendations**

- 2.1        Members are asked to scrutinise and **note** the information provided on housing performance in the period 1 April 2026 – 30 June 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.
- 4.3 This is a monitoring report and therefore an impact assessment is not required.

## **5 Background**

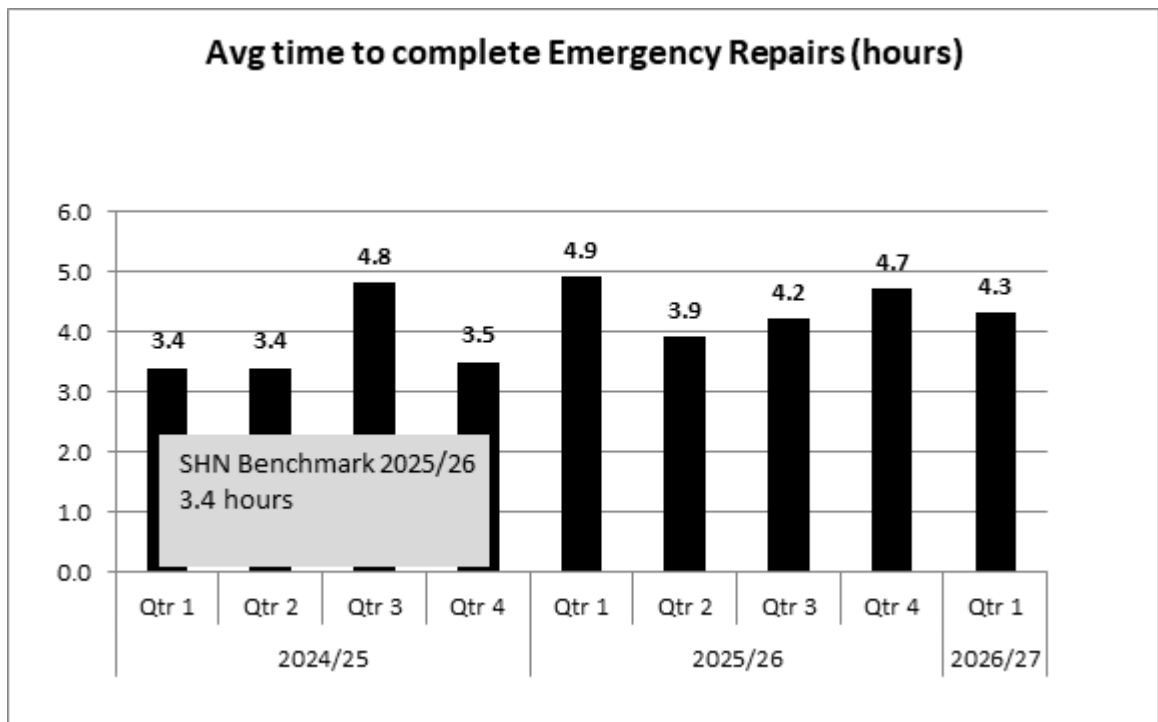
- 5.1 The Scottish Housing Regulator (SHR) has set out the performance indicators that it will use in its scrutiny of landlords.
- 5.2 This report provides performance information based on the reporting framework recommended by the SHR. Further performance information by Council Ward can be found on the Highland Council Intranet ward reporting pages.  
[http://www.highland.gov.uk/staffsite/info/13/members\\_intranet/37/ward\\_reporting/2](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 Chart 1 details performance on the average time taken to complete emergency repairs and Chart 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

**Chart 1: Average length of time taken to complete emergency repairs (hours)**  
**Target 12 hours**  
**2025/26 SHN Benchmark (Group) – 3.4 hours**

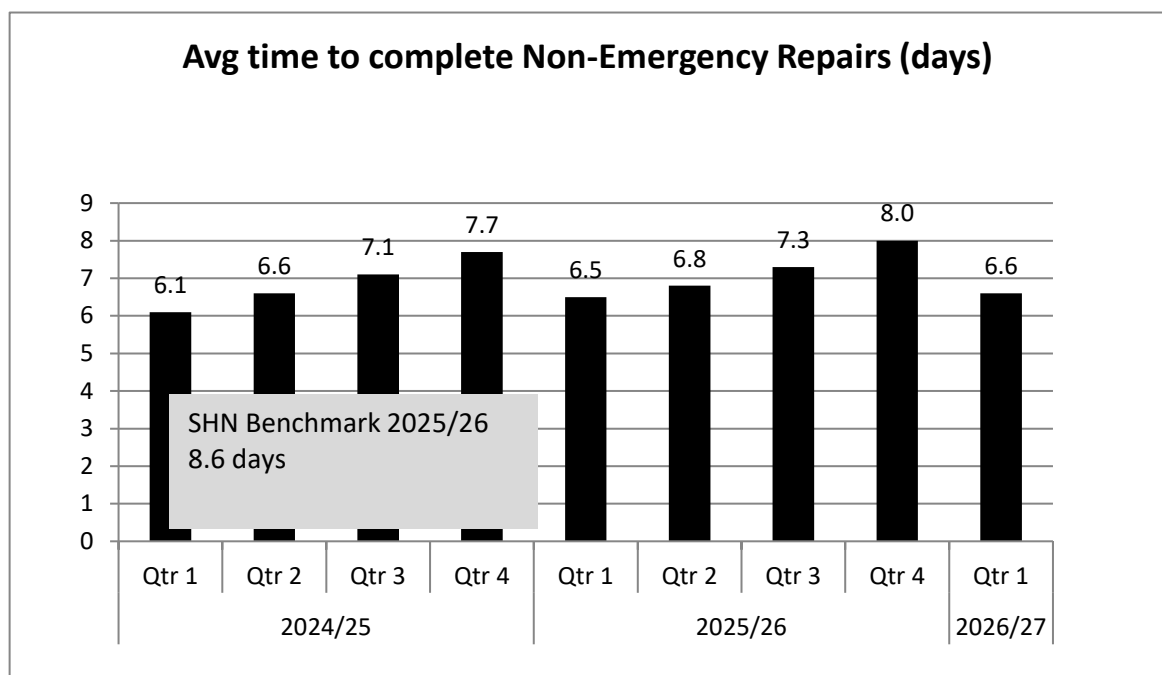


6.4

Performance on emergency repairs has been excellent in the last three years, and the average time taken to complete emergency repairs is currently for Quarter 1 has decreased to 4.3 hours. This is despite an increased number of emergency repairs delivered in Quarter 1 compared to the previous quarter.

6.5

**Chart 2: Average length of time taken to complete non-emergency repairs (days)**  
**Target 8.9 days**  
**2025/26 SHN Benchmark (Group) – 8.6 days**

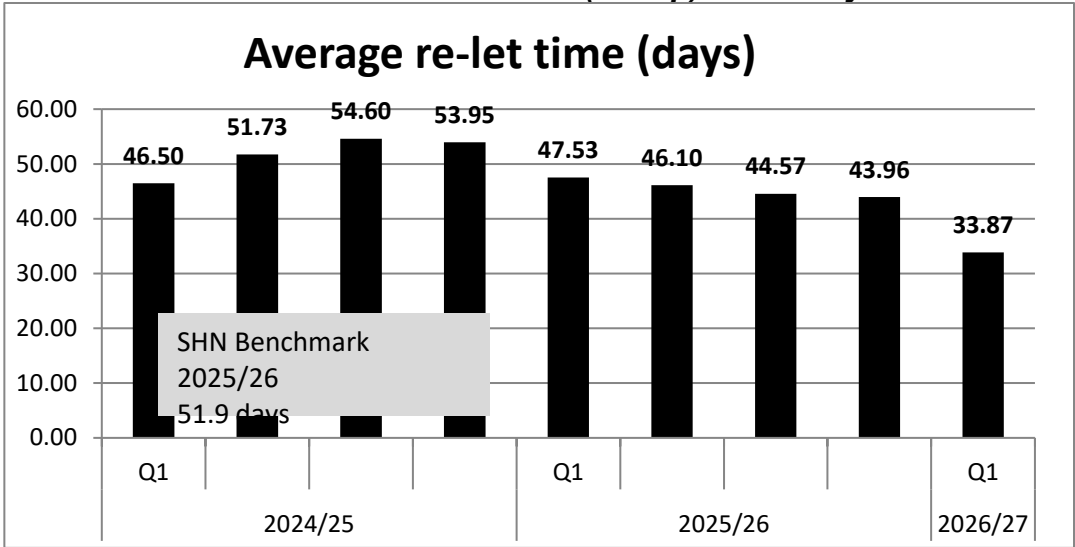


6.6 Performance against non-emergency repairs remains well below the national benchmarking average and reflects excellent performance against this indicator.

7 **Tenancy Management**

7.1 Chart 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 **Chart 3: Average re-let time (days) Target 55.6 days**  
**2025/26 SHN Benchmark (Group) – 51.9 days**

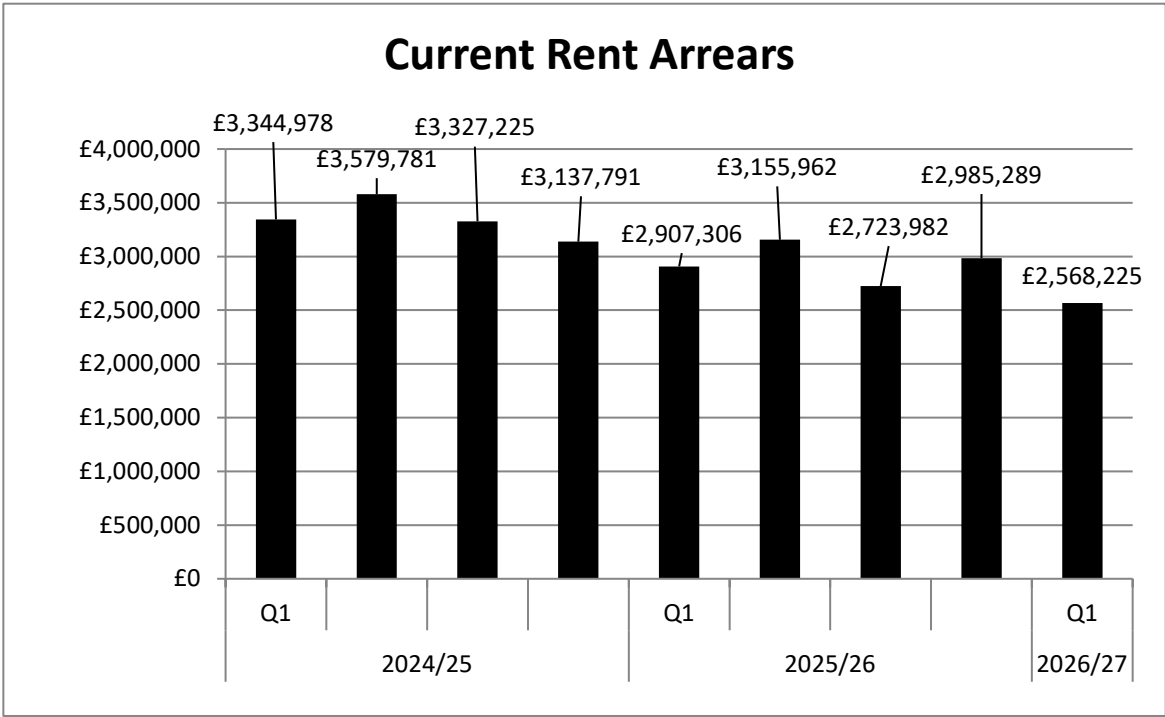


7.3 Re-letting times have decreased again and are at the lowest level since Quarter 2 of 2023/24. Performance continues to compare favourably with the national benchmarking figures.

8 **Rent Arrears**

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

Chart 4 – Current Rent Arrears

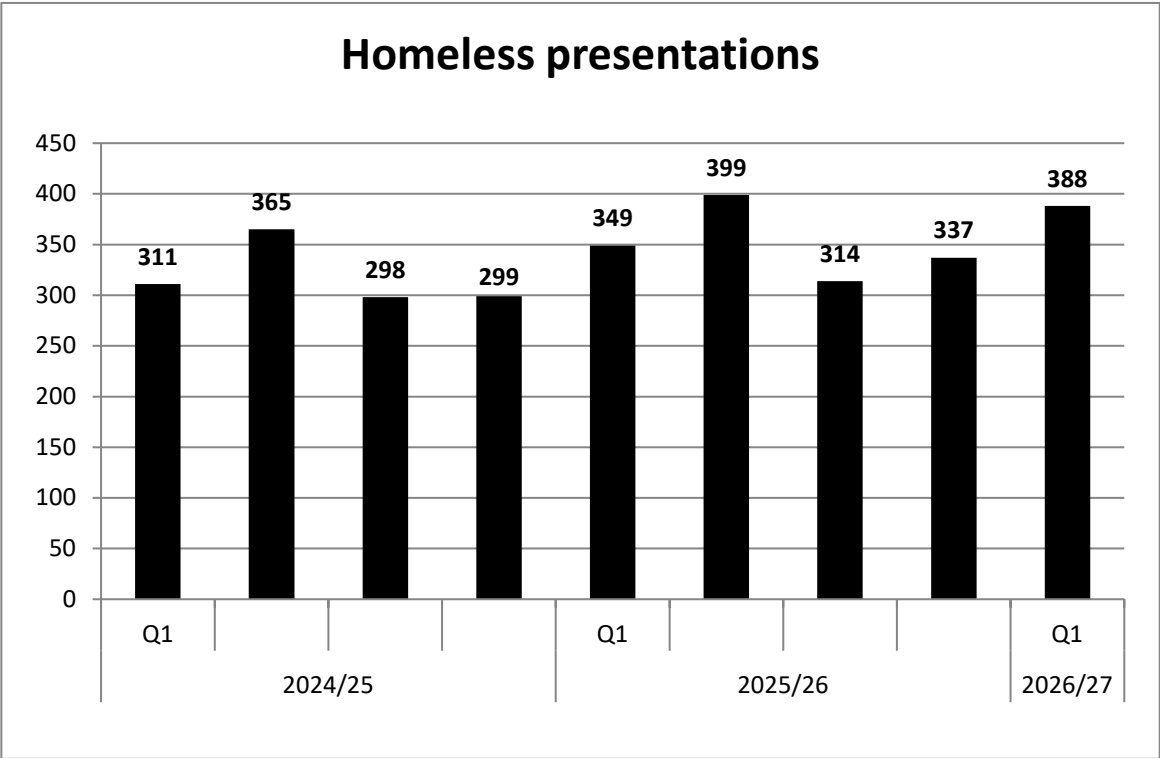


- 8.3 Rent arrears for Quarter 1 have seen a further reduction and are at the lowest level since the final quarter of 2021/22. This represents impressive performance, not least as this has taken place over a period of increased rental income and additional tenancies. The management of rent arrears remains 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.
- 8.4 As referred to in a separate report to this Committee, Housing intends to review 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 presented to Committee in Autumn 2026.

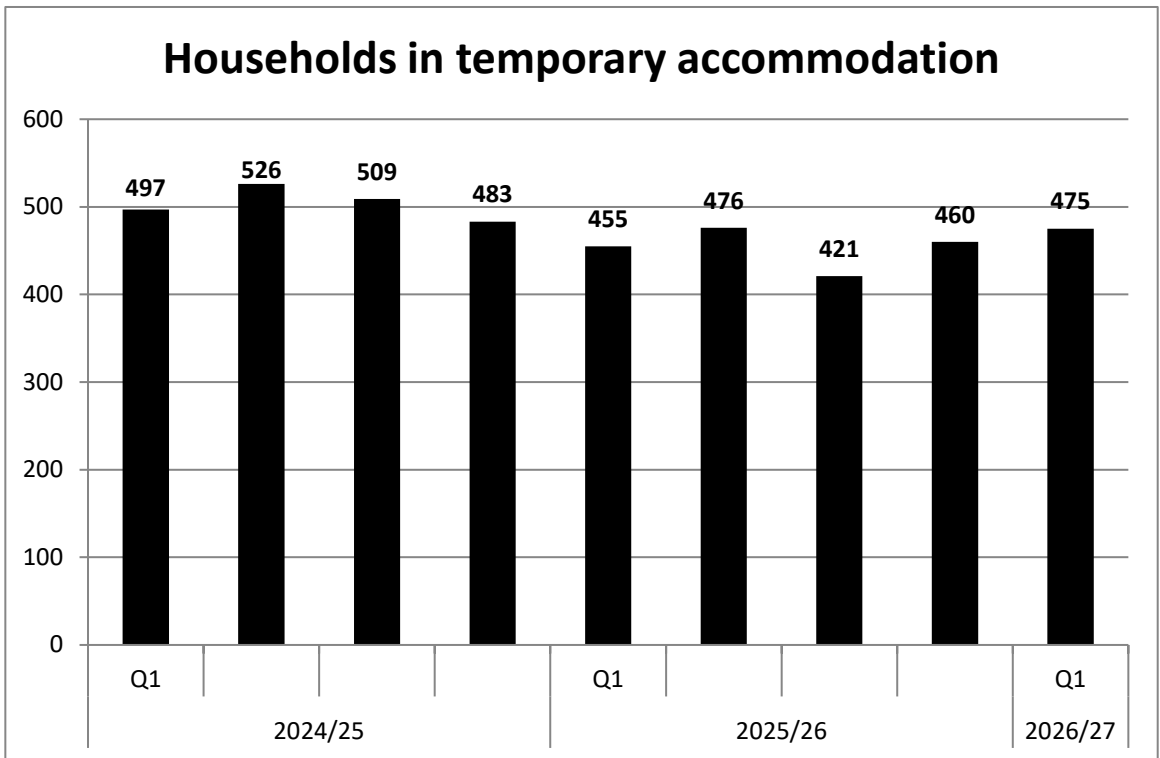
9 Homelessness

9.1 Performance information on homelessness is noted in charts 5 and 6

9.2 *Chart 5 - Homeless presentations per quarter*



9.3 *Chart 6 – Households in Temporary Accommodation*



- 9.4 Chart 5 (above) shows that numbers of homeless presentations have increased in the last quarter. The increase in homelessness presentations is demand-led, and the increased numbers reflect more presentations in Quarter 1 across several presentation reasons (relationship breakdown, landlord action, and as a result of violence/abuse).
- 9.5 The number of homeless households recorded as living in temporary accommodation has subsequently increased from the previous quarter. 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 is reported in the Highland Housing Register Annual Allocations Report to this Committee and has been taken into account in the review of the Allocations Policy which is also presented to this Committee.
- 9.6 The positive performance of Highland in mitigating homelessness and in achieving permanent housing outcomes was acknowledged by the Scottish Housing Regulator during their engagement visits in 2025 and 2026.
- 9.7 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:              | 8 July 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 2026 – 30 June 2026) |

## Appendix 1

### Main reason given by household for homeless presentation by age range (1 April 2026 to 30 June 2026)

| Main Reason for Homelessness                                            | 16-17 | 18-25 | 26-59 | Over 60 | Total |
|-------------------------------------------------------------------------|-------|-------|-------|---------|-------|
| Asked to leave the accommodation                                        | 2     | 43    | 54    | 5       | 104   |
| Discharged from prison/hospital/care or other setting                   | 1     | 4     | 17    | 1       | 23    |
| Emergency such as fire/flooding/storm or Environmental Health Order     |       | 1     | 2     |         | 3     |
| Fleeing violence from outwith the home (i.e. violence from a neighbour) | 1     | 1     | 2     |         | 4     |
| Forced division and sale of matrimonial home                            |       |       | 5     |         | 5     |
| Harassment or other non-violence actions                                |       | 1     | 4     | 1       | 6     |
| Loss of service/ tied accommodation                                     |       | 2     | 7     | 1       | 10    |
| Non-Violent Dispute at home (i.e. relationship breakdown)               | 2     | 15    | 61    | 3       | 81    |
| Other action by landlord                                                |       | 1     | 29    | 4       | 34    |
| Other reason                                                            |       | 3     | 13    | 2       | 18    |
| Other reason for loss of accommodation                                  |       | 2     | 10    | 1       | 13    |
| Over-crowding                                                           | 4     | 5     | 3     | 1       | 13    |
| Rent or Mortgage Arrears                                                |       |       | 8     | 3       | 11    |
| Terminated their accommodation (i.e. ended their tenancy)               |       |       | 5     |         | 5     |
| Violent dispute or abuse from within the home                           | 2     | 10    | 35    | 6       | 53    |
|                                                                         | 12    | 88    | 255   | 28      | 383   |