The Highland Council

Agenda Item	**12**
Report No	**HP/41/26**

Committee: **Housing & Property Committee**

Date: **4 November 2026**

Report Title: **Housing Performance Report: 1 April 2026 – 30 September 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 September 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 for the period 1 April 2026 – 30 September 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.

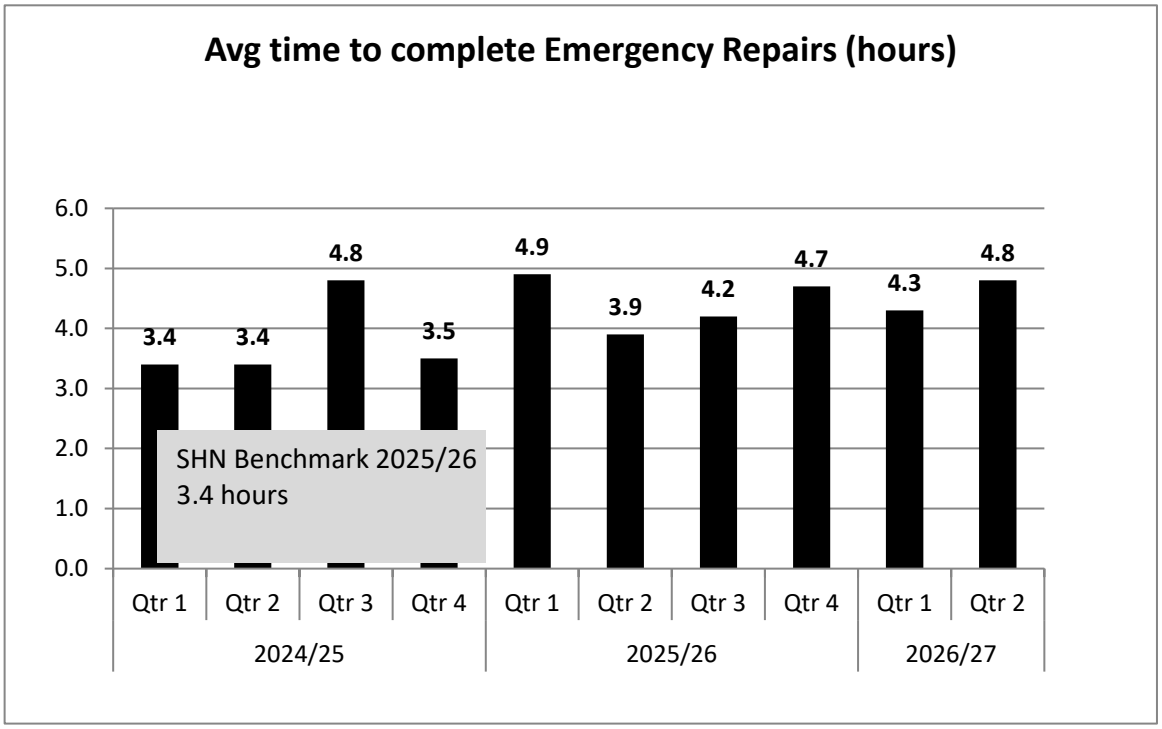
5.4 Scottish Housing Network (SHN) benchmark information, derived from the performance of all Scottish Landlords, has also been provided.

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.

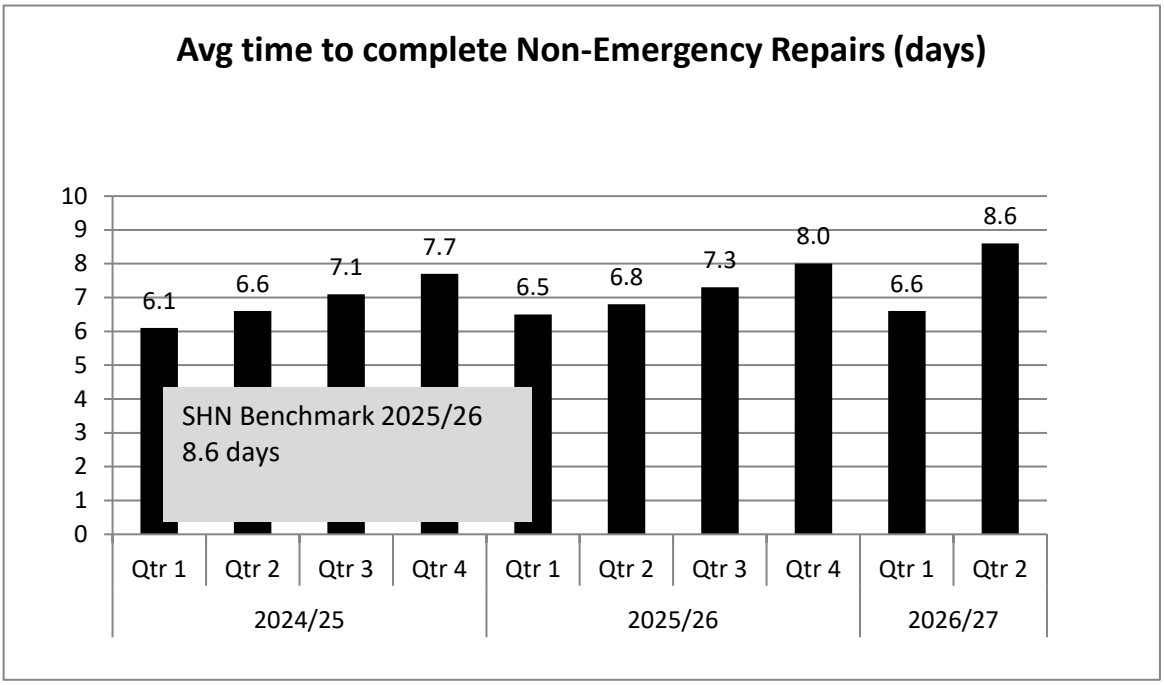
6.2 Table 1 details performance on the average time taken to complete emergency repairs and Table 2 details the average time taken to complete non-emergency repairs. Both graphs contain national benchmark figures for these indicators based on published 2024/25 figures. Highland geography needs to be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

6.3 ***Table 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 delivering repairs to maintain the health and safety of our housing stock remains a service priority. The average time taken to complete emergency repairs is currently 4.8 hours.

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

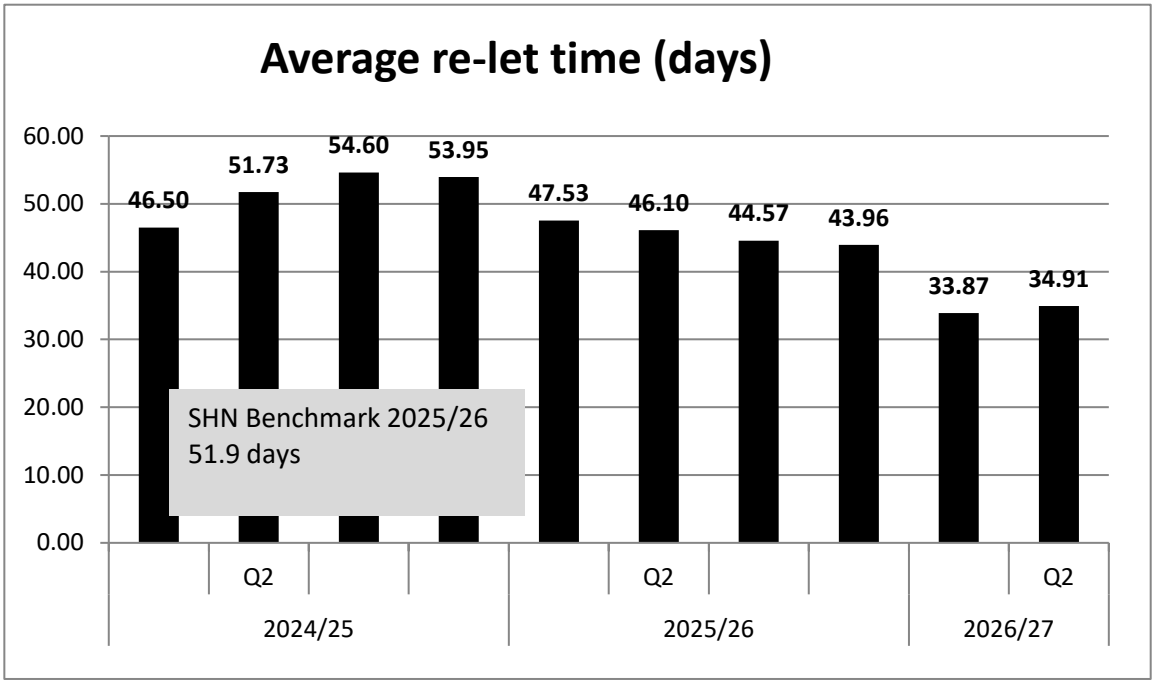


6.6 Performance against non-emergency repairs remains in line with the national benchmarking average despite the Highland geography. The increase in time to 8.6 days in Quarter 2 reflects an increase of over 600 completed non-emergency repairs in comparison to Quarter 1.

7 Tenancy Management

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

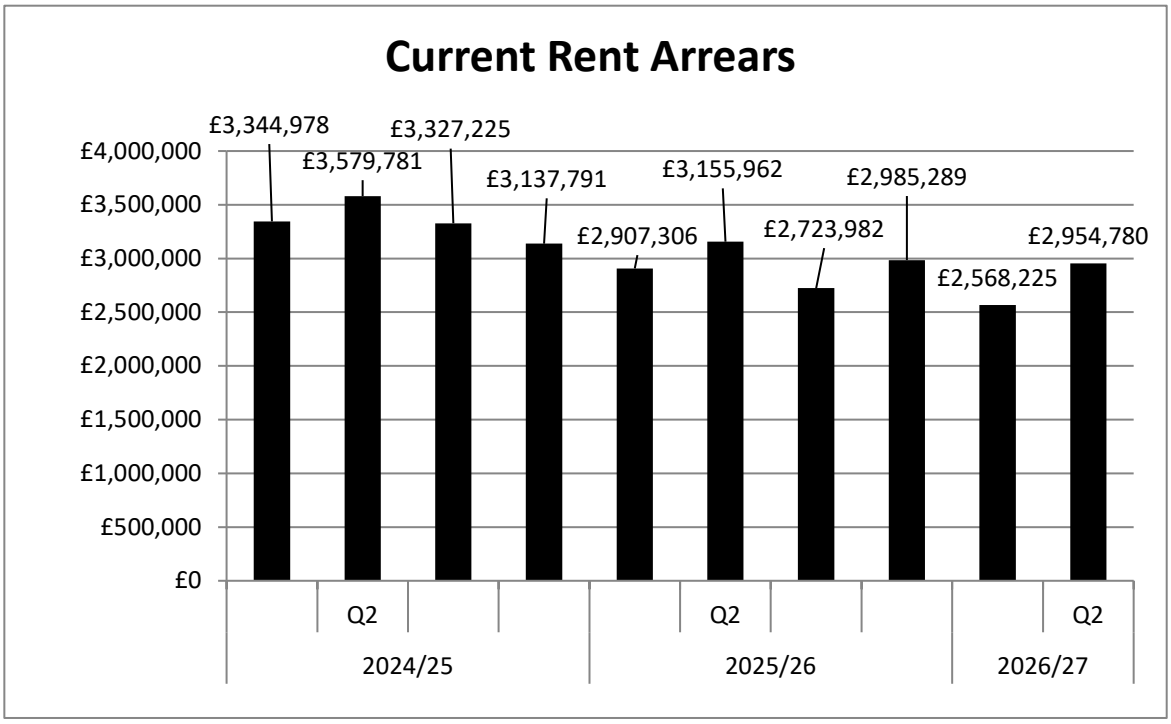


7.3 Re-letting times have increased slightly in Quarter 2 but the annual figures remain at the lowest level since the first half of 2023/24. Performance continues to compare very favourably with the national benchmarking figures.

8 Rent Arrears

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

8.2 ***Table 4 – Current Rent Arrears***



8.3 Rent arrears for Quarter 2 have increased but this reflects annual trends for Quarter 2 over the last few years whereby there are more chargeable weeks. Overall arrears performance remains impressive, 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 6.02% for Quarter 2. 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 2026 was 8.3%.

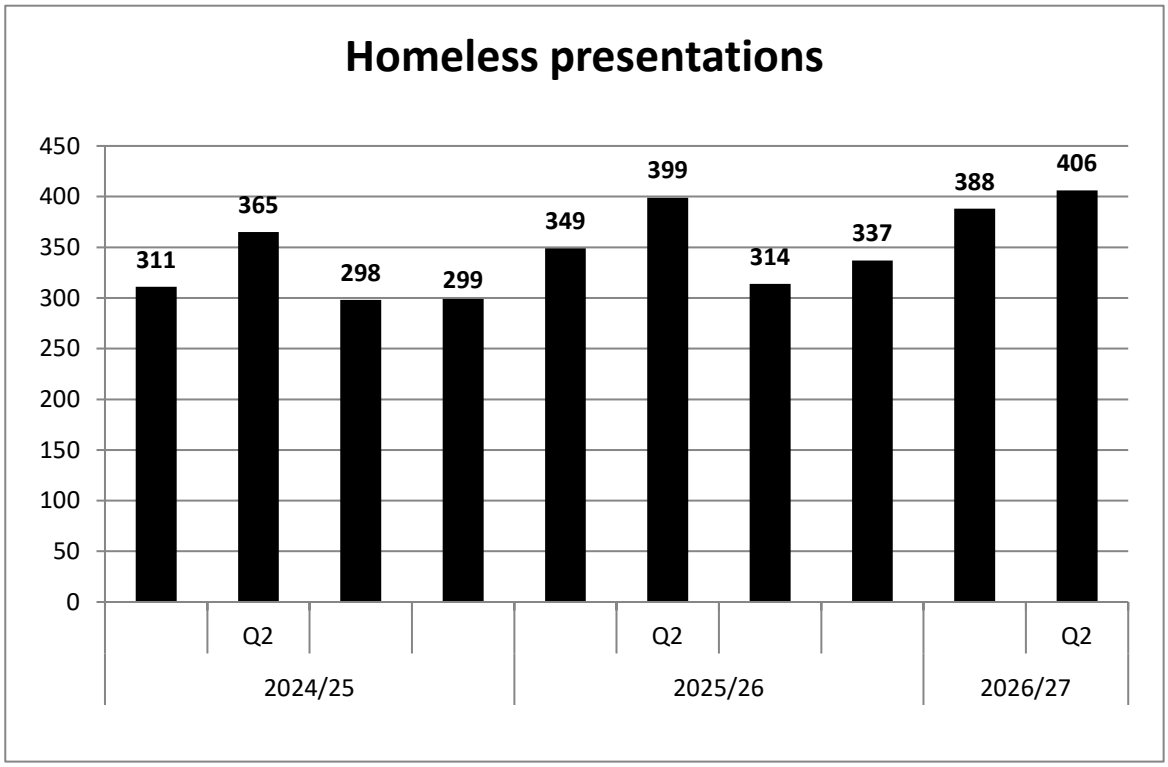
8.4 The management of rent arrears remains a priority with robust case reviewing and monitoring arrangements in place. There is a continued focus on arrears prevention work through close working with the Highland Council Welfare Team and agencies such as the Citizens Advice Bureau, whose contracted support for Highland tenants was reported to Corporate Resources Committee in August.

8.5 Housing is concluding a review of the Rent Arrears Management Policy which will 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 January 2027.

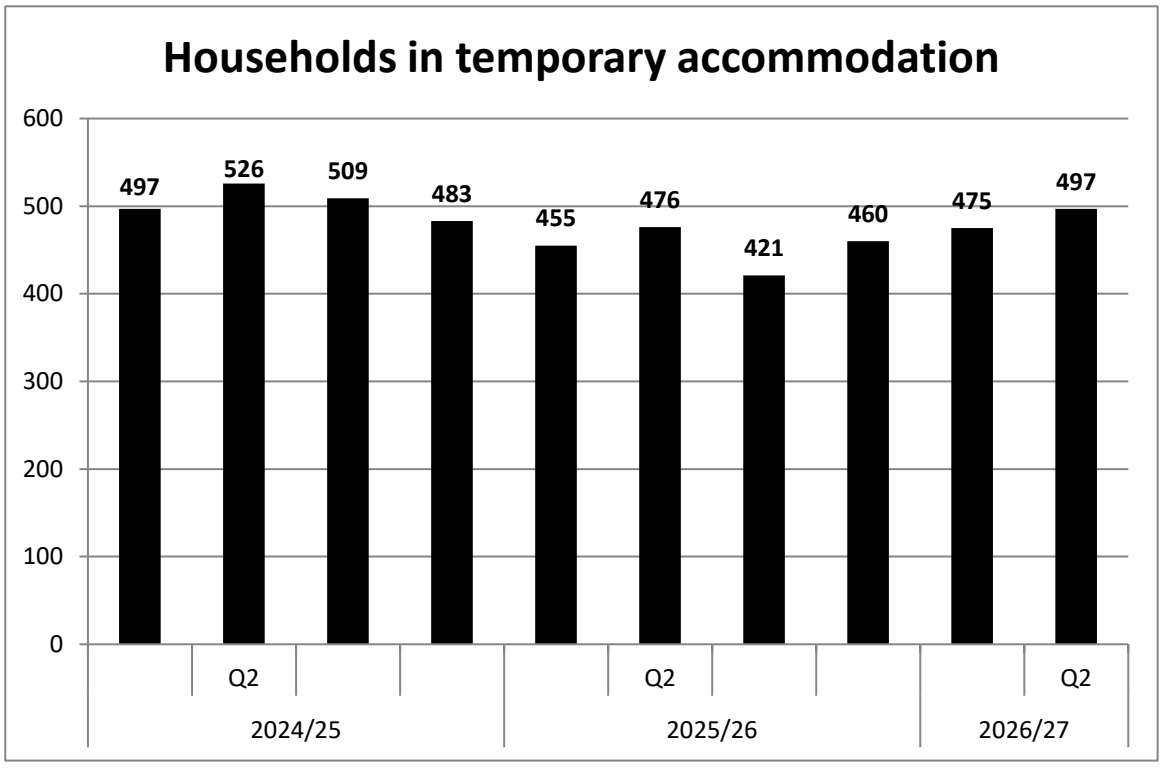
9 Homelessness

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

9.2 ***Table 5 - Homeless presentations per quarter***



9.3 ***Table 6 – Households in Temporary Accommodation***



9.4 Table 5 (above) shows that numbers of homeless presentations have increased in the last quarter. The increase in homelessness presentations is demand-led, and the reduced numbers reflect more presentations in Quarter 2 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 was reported in the Highland Housing Register Annual Allocations Report to August Committee and has been taken into account in the review of the Allocations Policy which was also presented to August 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:	5 October 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 September 2026)

Appendix 1

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

Main Reason for Homelessness	**16-17**	**18-25**	**26-59**	**Over 60**	**Total**
Asked to leave the accommodation	8	32	41	4	**85**
Discharged from prison/hospital/care or other setting		1	11		**12**
Emergency such as fire/flooding/storm or Environmental Health Order				1	**1**
Fleeing violence from outwith the home (i.e. violence from a neighbour)			3	1	**4**
Forced division and sale of matrimonial home			1	0	**1**
Harassment or other non-violence actions			4		**4**
Loss of service/ tied accommodation		1	13	2	**16**
Non-Violent Dispute at home (i.e. relationship breakdown)	5	20	67	4	**96**
Other action by landlord		4	28	5	**37**
Other reason		6	18	4	**28**
Other reason for loss of accommodation		4	24	3	**31**
Over-crowding		10	8	1	**19**
Rent or Mortgage Arrears			16		**16**
Terminated their accommodation (i.e. ended their tenancy)		1	3	2	**6**
Violent dispute or abuse from within the home	3	7	33	6	**49**
	16	**86**	**270**	**33**	**405**