

HRA Capital Programme/SHQS Compliance Update

The current SHQS programme was initially approved at Finance, Housing and Resources Committee on 3 October 2012. Since 2012 work has taken place through 55 individual contracts. In addition the current programme comprises 32 individual projects aimed at completing all outstanding work.

As part of the Council's Annual Charter Return to the Scottish Housing Regulator, Community Services has to provide details of tenant satisfaction. This includes satisfaction with capital works. The Council carries out these satisfaction surveys on an ongoing basis at all properties where it has carried out capital works. Questions are based on guidance from the Scottish Housing Regulator. The core format of the surveys is a phone survey but the Council has also carried out postal questionnaires. Survey feedback is used to help identify any performance issues or tenant concerns relating to capital works.

The survey results reported in 2015-16 to date indicate:

- 79.7% of respondents were very/fairly satisfied with the information they got from the Highland Council before work started
- 93.3% of respondents considered the contractors helpful if they had to speak to them
- 87.2% of respondents were very/fairly satisfied with the quality of the completed works
- 94.3% of respondents who had heating installed would recommend their system to other tenants.

The current SHQS programme has presented a number of challenges. The last 2 years has seen an unprecedented volume of work including the introduction of renewable heating technology. Although overall satisfaction levels with the programme are high, there have been a number of tenants who have not had a positive experience. We are currently dealing with issues and complaints on a case-by-case basis. A full review of the SHQS programme will be carried out following completion of works and this will inform our future investment strategy.

At Committee on 20 August 2015, it was agreed that a detailed report would be submitted to track delivery of the ongoing SHQS programme. **Appendix A** presents a summary of progress with the current on-site projects. A status for each is given using the "traffic light" rating of red, amber or green.

The individual projects which make up the 2016-17 HRA Capital Programme were approved at Committee on 5 November 2015. Progress and expenditure to date against each project will be reported at future Committee.

Brian Cameron, Interim Housing Policy & Investment Manager
27 April 2016

Summary of ongoing SHQS projects

This Appendix presents a summary of progress with the current on-site projects. Status for each is given using the “traffic light” rating of red, amber or green. All projects with an anticipated completion date of March or April are designated as “red” on the basis of the risk of not completing on time.

1 HCC0460 Inverness and Nairn; installation of gas heating

Due to complete: May 2016

Status: Green

6 properties are to be completed but no performance issues have been reported.

2 HCC0463 Inverness and Lochaber; Installation of Biomass Heating

Due to complete: April 2016

Status: Green

This is progressing well on site and there are 2 properties left to complete this week.

3 HCC0462 Lochaber; Installation of Biomass Heating & HCC0424 Badenoch,

Lochaber, Inverness and Nairn; Electric Heating

Due to complete: June 2016

Status: Red

The main contractor is the same and the projects are being treated as one project. 55 properties remain to be completed.