

Agenda Item	10
Report No	CC/23/25

The Highland Council

Committee: Caithness

Date: 4 August 2025

Report Title: Housing Repairs Performance Report – 1 April 2025 to 30 June 2025

Report By: Assistant Chief Executive - Place

1 Purpose/Executive Summary

1.1 This report provides information on how the Housing Section performed in relation to the Scottish Social Housing Charter and other performance indicators up to 30 June 2025.

2 Recommendations

2.1 Members are asked to **note** the information provided on housing performance in the period 1 April 2025 – 30 June 2025.

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 **Community (Equality, Poverty and Rural)** - There are no equality implications arising from this report.

3.4 **Risk** - Risk is managed through regular review and reporting to allow corrective action to be taken if necessary.

3.5 **Health and Safety** - (risks arising from changes to plant, equipment, process, or people) – There are no health and safety impacts from this report.

3.6 **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, 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 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 The average length of time taken to complete emergency repairs is calculated in hours.

6.3 **Table 1: Average length of time taken to complete emergency repairs (hours)**
Target 12 hours
2023/24 SHN Benchmark (Group) – 4.0 hours

EME	No of Houses	2024/25				2025/26
		Q1	Q2	Q3	Q4	Q1
Thurso and Northwest Caithness	839	2.3	2.2	2.4	1.7	3.2
Wick and East Caithness	1205	7.1	2.9	2.2	0.2	3.2
Highland	15300	3.4	3.4	4.8	3.5	4.9

6.4 The Caithness Building Maintenance team continue to perform well with emergency repairs well within the target of 12 hours. Emergency repairs remain a priority for the service.

6.5 Non-emergency repairs are measured in working days.

6.6 **Table 2: Average length of time taken to complete non-emergency repairs (days)**
Target 8.9 days
2023/24 SHN Benchmark (Group) – 9.0 days

NON-EME	No of Houses	2024/25				2025/26
		Q1	Q2	Q3	Q4	Q1
Thurso and Northwest Caithness	839	6.3	6.5	6.4	6.3	5.6
Wick and East Caithness	1205	5.7	6.2	6.1	6.2	6.7
Highland	15300	6.1	6.6	7.1	7.7	6.5

6.7 The Caithness Building Maintenance team continue to perform strongly regarding non-emergency repairs and remain within the performance target of 8.9 days in both wards.

6.8 In gathering the information for repairs indicators, we do not include instances where we have been unable to gain access to properties; this is in accordance with the Scottish Social Housing Charter guidance.

7 Void Management

7.1 The chart below provides information on the average re-let time, highlighting the same quarter in previous years for comparison.

7.2 **Table 3: Average re-let time (days) Target 35 days
2023/24 SHN Benchmark (Group) – 56.7 days**

Avg re-let time, ARC	No of Houses	No of relets	2024/25				2025/26
			Q1	Q2	Q3	Q4	Q1
Thurso and Northwest Caithness	839	18	39.6	38.4	40.0	42.2	53.8
Wick and East Caithness	1205	20	33.3	30.8	31.1	32.2	44.1
Highland	15300	324	46.5	51.7	54.6	58.2	47.5

7.3 Caithness re-let times continue to be affected by hard to let properties. The implemented Void-Plus Policy is designed to help create sustainable tenancies in parts of Caithness where there has been difficulty in re-letting void Council housing. It involves an enhanced decorative standard at the void stage to encourage applicants to bid for these houses as part of the Caithness Choice-Based Letting process.

8 Capital Programme

8.1 The 2022–2027 Capital Investment Programme continues to support key areas of planned investment, including heating system upgrades, energy efficiency improvements, and the replacement of major components reaching the end of their lifecycle. In addition, capital funding is allocated to local building maintenance teams to respond to component failures and to deliver aids and adaptations as required, ensuring a responsive and needs-led approach.

8.2 We are actively working in partnership with colleagues from the Climate Change and Energy Team to identify and secure funding opportunities across the Highlands. This joint effort supports the delivery of our energy efficiency projects by aligning with wider sustainability goals and accessing external resources. By attracting additional funding, we can extend the reach of our programmes, delivering measures to a greater number of properties while also reducing the level of borrowing required to implement these improvements. This approach not only enhances value for money but also strengthens the long-term financial sustainability of our capital investment plans.

8.3 **Appendix 1** outlines the spend against the five-year programme. The budget also includes carry-forward from previous years underspend/overspend. **Appendix 2** demonstrates what has been delivered to date. Note that **Appendix 2** does not include projects which are currently active.

Designation: Assistant Chief Executive – Place

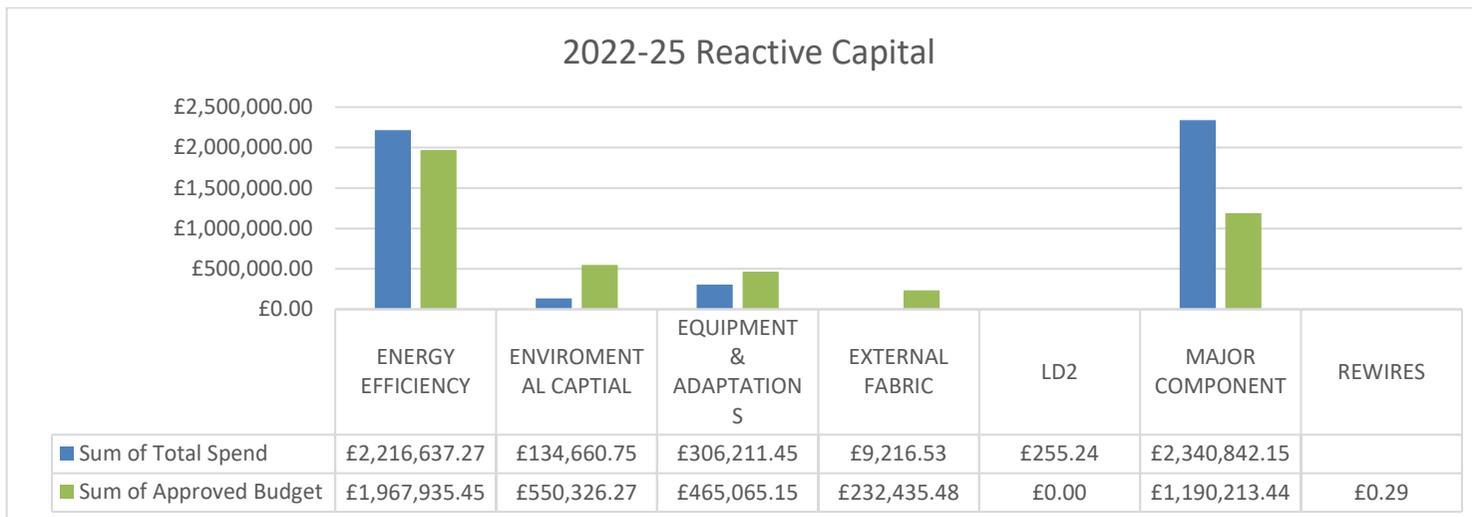
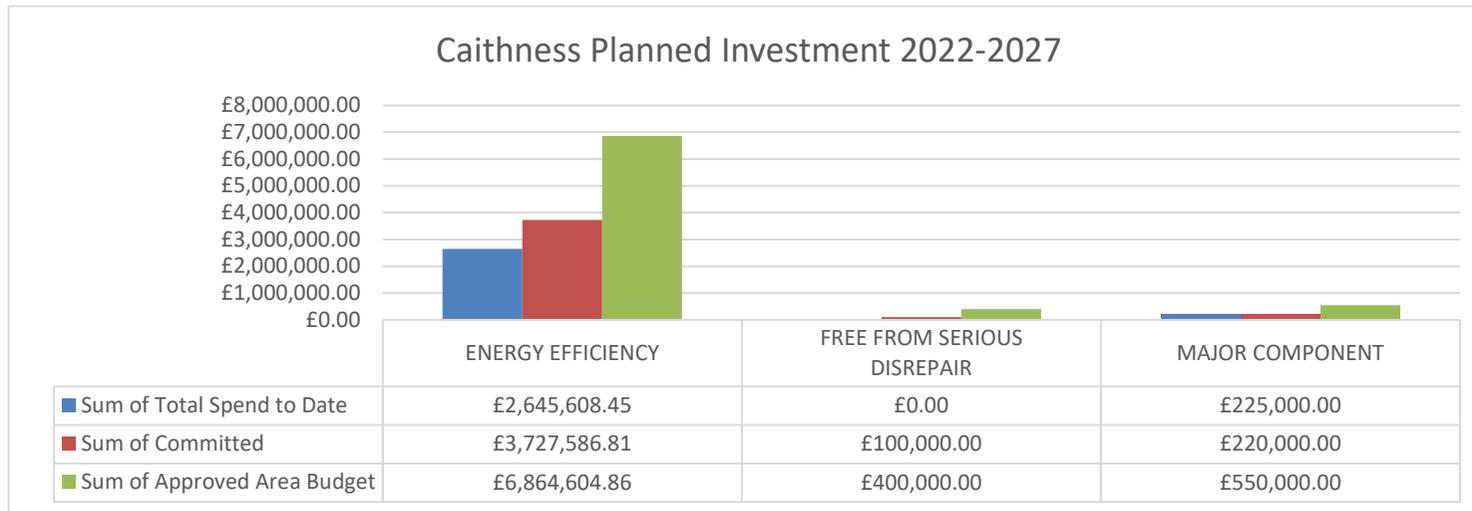
Date: 18 July 2025

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Background Papers: Scottish Housing Regulator: The Scottish Social Housing
Charter: Indicators and Context Information

Appendices: Appendix 1 Capital Investment Chart
Appendix 2 2022-2027 Delivery Output

Appendix 1 Capital Investment Chart - Caithness



Appendix 2 2022-2027 Delivery Output - Caithness

ELEMENT	BUDGET	COUNT
Loft Insulation	ENERGY EFFICIENCY	0
Wall Insulation	ENERGY EFFICIENCY	0
Floor Insulation	ENERGY EFFICIENCY	0
New Roof Installation	FREE FROM SERIOUS DISREPAIR	3
Front Door Installation	ENERGY EFFICIENCY	100
Back Door Installation	ENERGY EFFICIENCY	103
Window Installation	ENERGY EFFICIENCY	98
Bathroom Replacement	MAJOR COMPONENT	194
Kitchen Installation	MAJOR COMPONENT	184
Heating Installation	ENERGY EFFICIENCY	288
Solar Panel Installation Date	ENERGY EFFICIENCY	32
Full Re-Wiring	MAJOR COMPONENT	13

