

Agenda Item	8
Report No	BSAC/17/25

The Highland Council

Committee: Badenoch and Strathspey

Date: 4 August 2025

Report Title: Housing Repairs and Capital 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 Service 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 **Risk** - Risk is managed through regular review and reporting to allow corrective action to be taken if necessary.
- 3.4 **Health and Safety** – There are no Health and Safety 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 key performance information based on the reporting framework recommended by the Scottish Housing Regulator.

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, figures are cumulative.

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 considered to be 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
Badenoch and Strathspey	615	7.7	8.3	8.8	3.1	5.9
Highland	15300	3.4	3.4	4.8	3.5	4.9

6.4 The average time reported for Emergency repairs is 5.9 hours which is within the 12-hour target.

6.5 The average time taken to complete non-emergency repairs is calculated 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
Badenoch and Strathspey	615	4.0	5.0	5.5	6.1	4.6
Highland	15300	6.1	6.6	7.1	7.7	6.5

6.7 The average time reported for non-emergency repairs is 4.6 days which is within the 9-day target and better than the Highland average.

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 in Table 3 provides information on the average re-let time for all void properties, highlighting the same quarter in the previous year for comparison, these figures are reported to the Scottish Housing Regulator.

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

Avg relet time, ARC	No of Houses	No of relets	2024/25				2025/26
			Q1	Q2	Q3	Q4	Q1
Badenoch and Strathspey	615	17	24.27	23.61	19.02	23.06	49.24
Highland	15300	324	46.50	51.73	54.60	58.16	47.53

7.3 Re-let performance in Badenoch and Strathspey is 49.24 days which is outwith the 35-day target, this is due to a long-term void that requires total refurbishment and issues procuring the required works.

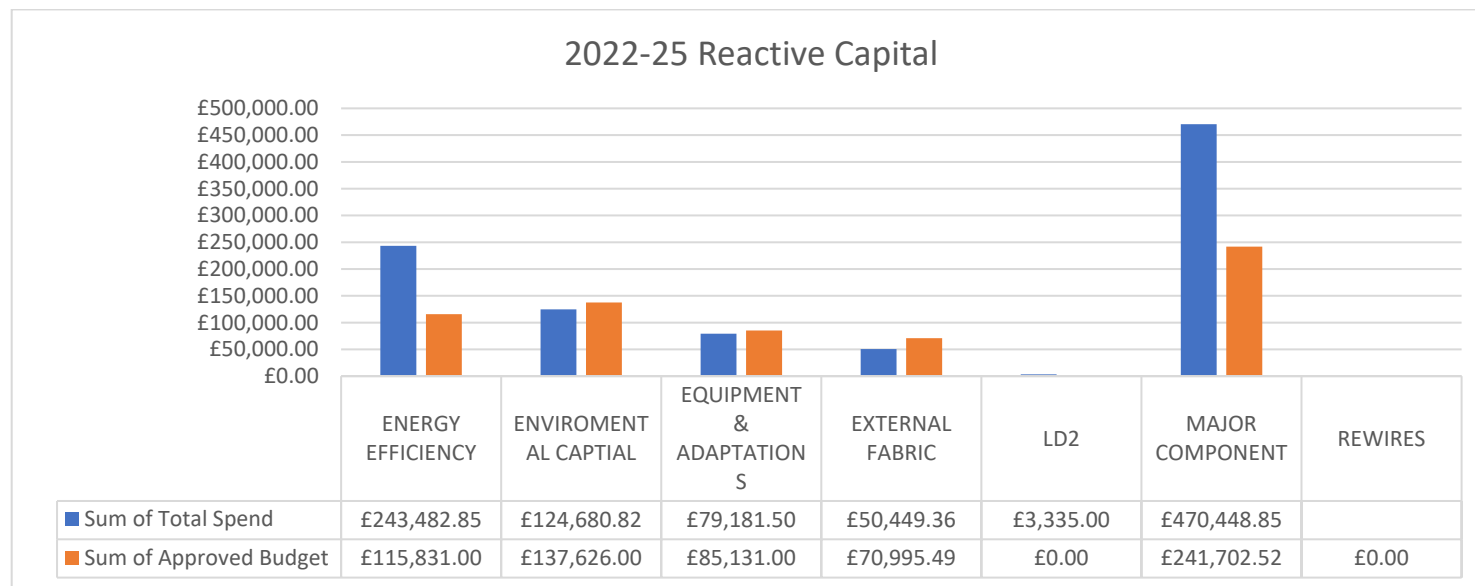
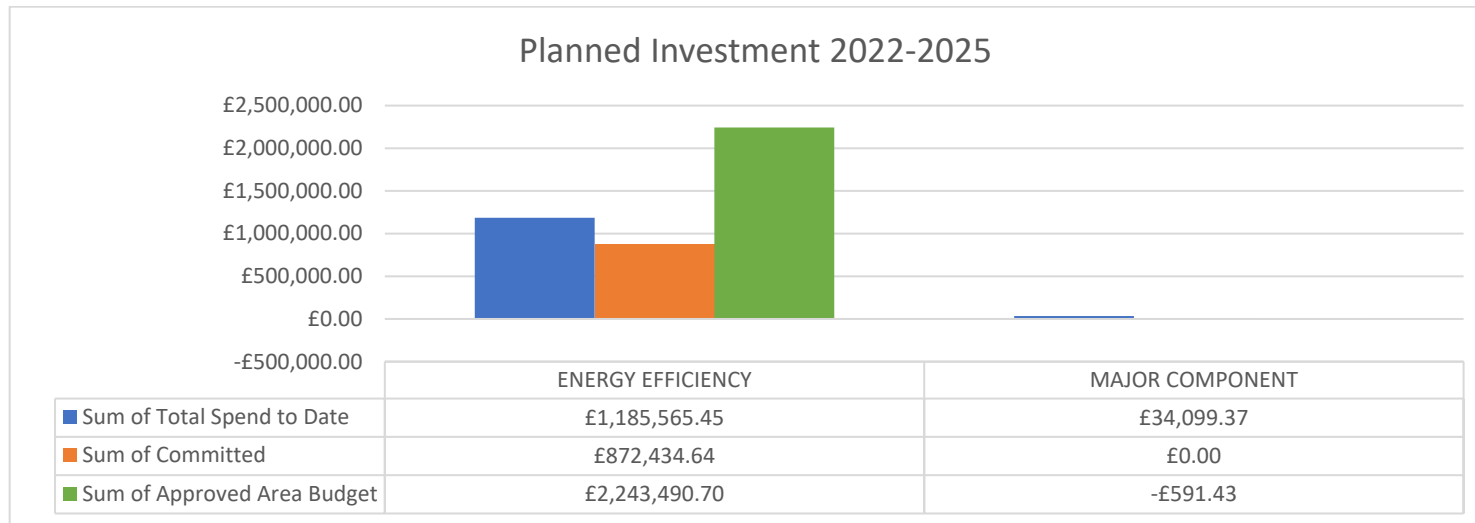
8 Capital Programme

8.1 The 2022–2027 Capital Investment Programme supports key areas of investment, including heating upgrades, energy efficiency, and the replacement of major components reaching end of lifecycle. Capital funding is also allocated to respond to component failures and to deliver aids and adaptations, ensuring a responsive and needs-led approach.

- 8.2 The Badenoch and Strathspey capital programme is led by condition and requirement. Most elements are managed by the Local Team with the exception of Energy Efficiency. We are 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.
- 8.3 By attracting additional funding, we are extending the reach of our programmes to a greater number of properties while also reducing the level of borrowing required to implement these improvements. This approach enhances value for money and strengthens the long-term financial sustainability of our capital investment plans.
- 8.4 **Appendix 1** outlines the spend against the 5-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
Author:	Angus Lawrie, Principal Repairs Officer Graeme Ralph, Repairs Manager
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 – Badenoch and Strathspey



Appendix 2 2022-2027 Delivery Output – Badenoch and Strathspey

ELEMENT	BUDGET	Count
Loft Insulation	ENERGY EFFICIENCY	1
Wall Insulation	ENERGY EFFICIENCY	4
Floor Insulation	ENERGY EFFICIENCY	1
New Roof Installation	FREE FROM SERIOUS DISREPAIR	48
Front Door Installation	ENERGY EFFICIENCY	121
Back Door Installation	ENERGY EFFICIENCY	97
Window Installation	ENERGY EFFICIENCY	114
Bathroom Replacement	MAJOR COMPONENT	86
Date Kitchen Installation	MAJOR COMPONENT	86
Date Heating Installation	ENERGY EFFICIENCY	140
Solar Panel Installation Date	ENERGY EFFICIENCY	83
Full Re-Wiring	MAJOR COMPONENT	6