

Agenda Item	5
Report No	BIER/16/25

# The Highland Council

**Committee:** Black Isle and Easter Ross

**Date:** 11 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 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 repairs 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 (risks arising from changes to plant, equipment, process, or people)** – There are no Health and Safety risks 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 SHR.
- 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](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 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
Black Isle	310	3.1	3.0	2.8	10.1	2.8
Cromarty Firth	1527	2.8	5.5	5.9	4.9	3.4
Tain & Easter Ross	655	2.1	2.1	4.8	3.2	6.2
<b>Highland</b>	<b>15300</b>	<b>3.4</b>	<b>3.4</b>	<b>4.8</b>	<b>3.5</b>	<b>4.9</b>

- 6.4 The average response time for emergency repairs continues to perform strongly and remains within the 12-hour target. 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
Black Isle	310	5.6	6.1	7.3	8.5	6.5
Cromarty Firth	1527	6.0	6.6	8.0	9.3	8.4
Tain & Easter Ross	655	6.2	5.8	6.8	7.2	7.5
<b>Highland</b>	<b>15300</b>	<b>6.1</b>	<b>6.6</b>	<b>7.1</b>	<b>7.7</b>	<b>6.5</b>

6.7 The average non-emergency repair times are below the 9-day target in all 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, showing the trend for the last 5 Quarters.

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
Black Isle	310	3	59.50	59.50	70.53	63.82	37.50
Cromarty Firth	1527	44	79.96	97.85	106.45	104.63	104.00
Tain & Easter Ross	655	11	78.75	115.37	119.03	112.48	124.73
<b>Highland</b>	<b>15300</b>	<b>324</b>	<b>46.50</b>	<b>51.73</b>	<b>54.60</b>	<b>58.16</b>	<b>47.53</b>

7.3 Average re-let time for void properties has exceeded the target of 35 days. This performance continues to be affected by the scale of re-let works involved. Additionally, major energy efficiency refurbishment works have contributed to extended re-let periods. Despite ongoing mitigation efforts, short-term performance is expected to remain below target as these changes continue to take effect.

## 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 There has been significant investment in the Balintore area through the Whole House Retrofit Programme. These works are ongoing and have already made a positive difference, helping the Council move towards its decarbonisation goals and improving conditions for tenants in each property.
- 8.3 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 are able to 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.
- 8.4 **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

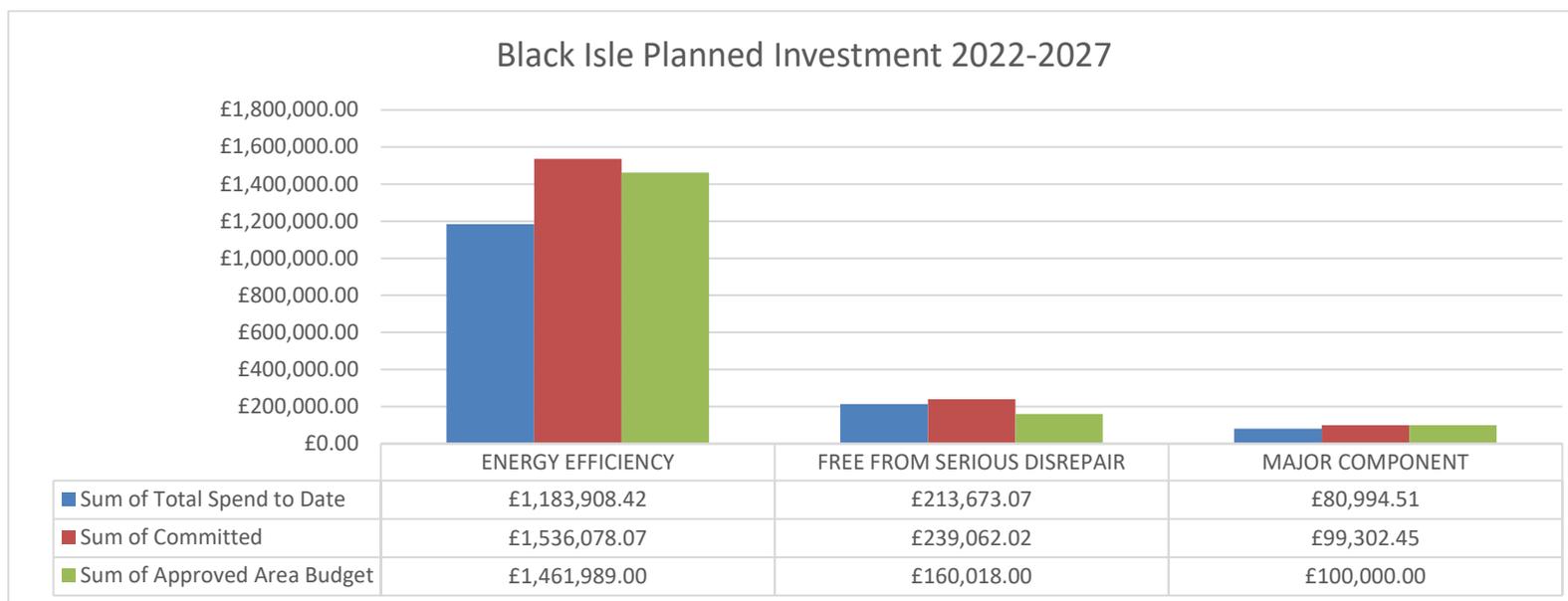
Date: 23 July 2025

Author: Ewan Marsh, Repairs Manager (North)  
Graeme Ralph, Repairs Manager Asset Strategy

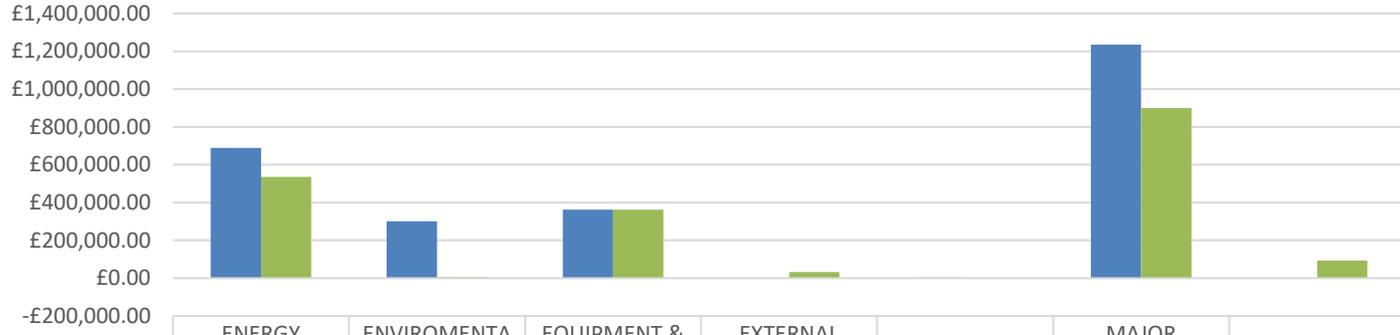
Background Papers: Scottish Housing Regulator: The Scottish Social Housing Charter: Indicators and Context Information

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

## Appendix 1 Capital Investment Chart – Black Isle and Easter Ross

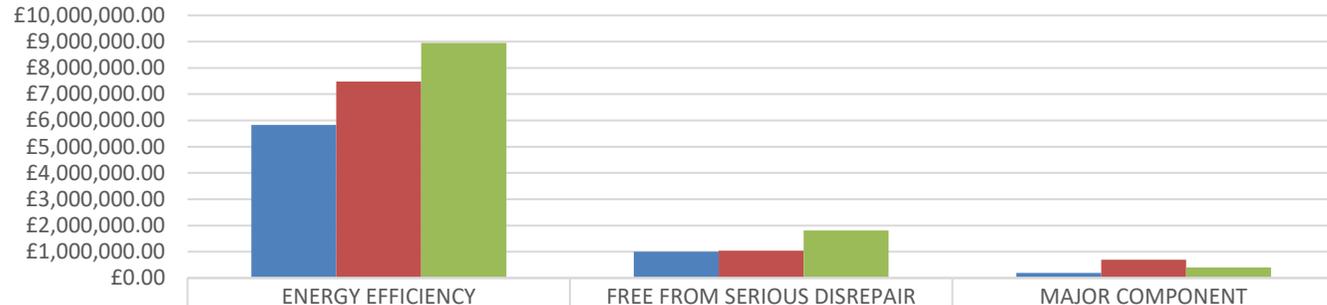


### Black Isle 2022-25 Reactive Capital



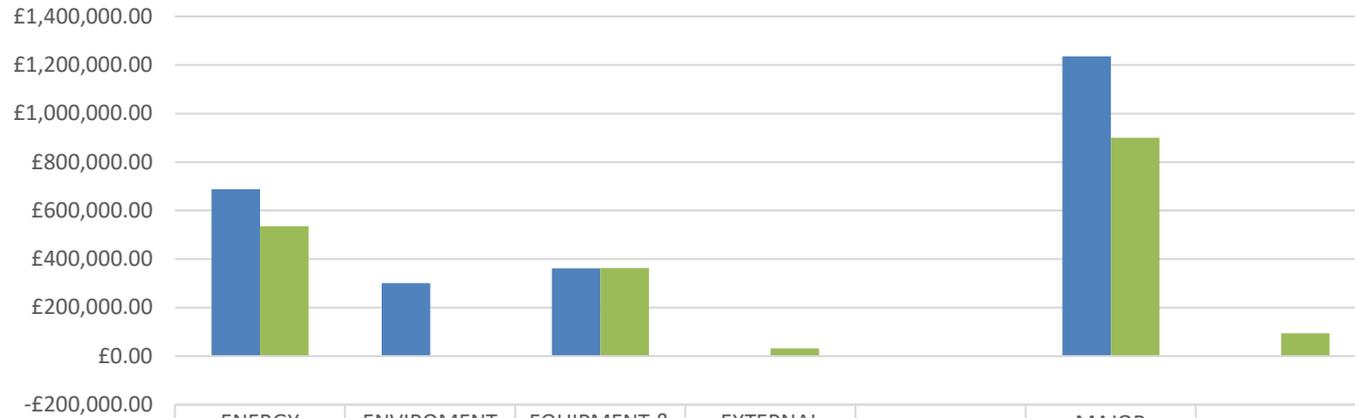
	ENERGY EFFICIENCY	ENVIROMENTAL CAPITAL	EQUIPMENT & ADAPTATIONS	EXTERNAL FABRIC	LD2	MAJOR COMPONENT	REWIRES
Sum of Total Spend	£688,222.75	£300,412.19	£362,585.89		£3,949.34	£1,235,536.60	
Sum of Approved Budget	£536,119.90	£4,489.54	£362,928.00	£31,652.13	£-1,874.00	£899,709.61	£93,749.92

### Easter Ross Planned Investment 2022-2027



	ENERGY EFFICIENCY	FREE FROM SERIOUS DISREPAIR	MAJOR COMPONENT
Sum of Total Spend to Date	£5,833,951.29	£996,381.57	£197,708.09
Sum of Committed	£7,487,434.42	£1,034,840.85	£700,000.00
Sum of Approved Area Budget	£8,951,868.18	£1,804,871.22	£400,000.00

### Easter Ross 2022-25 Reactive Capital



	ENERGY EFFICIENCY	ENVIROMENT AL CAPTIAL	EQUIPMENT & ADAPTATIONS	EXTERNAL FABRIC	LD2	MAJOR COMPONENT	REWIRES
■ Sum of Total Spend	£688,222.75	£300,412.19	£362,585.89		£3,949.34	£1,235,536.60	
■ Sum of Approved Budget	£536,119.90	£4,489.54	£362,928.00	£31,652.13	-£1,874.00	£899,709.61	£93,749.92

## Appendix 2 2022-2027 Delivery Output – Black Isle and Easter Ross

### Black Isle

ELEMENT	BUDGET	Count
Loft Insulation	ENERGY EFFICIENCY	0
Wall Insulation	ENERGY EFFICIENCY	5
Floor Insulation	ENERGY EFFICIENCY	
New Roof Installation	FREE FROM SERIOUS DISREPAIR	11
Front Door Installation	ENERGY EFFICIENCY	45
Back Door Installation	ENERGY EFFICIENCY	45
Window Installation	ENERGY EFFICIENCY	42
Bathroom Replacement	MAJOR COMPONENT	21
Date Kitchen Installation	MAJOR COMPONENT	26
Date Heating Installation	ENERGY EFFICIENCY	44
Solar Panel Installation Date	ENERGY EFFICIENCY	46
Full Re-Wiring	MAJOR COMPONENT	0

### Easter Ross

ELEMENT	BUDGET	Count
Loft Insulation	ENERGY EFFICIENCY	0
Wall Insulation	ENERGY EFFICIENCY	45
Floor Insulation	ENERGY EFFICIENCY	0
New Roof Installation	FREE FROM SERIOUS DISREPAIR	158
Front Door Installation	ENERGY EFFICIENCY	259
Back Door Installation	ENERGY EFFICIENCY	203
Window Installation	ENERGY EFFICIENCY	165
Bathroom Replacement	MAJOR COMPONENT	230
Date Kitchen Installation	MAJOR COMPONENT	185
Date Heating Installation	ENERGY EFFICIENCY	280
Solar Panel Installation Date	ENERGY EFFICIENCY	80
Full Re-Wiring	MAJOR COMPONENT	2