

The Highland Council

Agenda Item	12
Report No	LA/26/25

Committee: Lochaber Area

Date: 11 August 2025

Report Title: Housing 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 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
- 5.4 In accordance with the Scottish Social Housing Charter guidance, the Repairs, Tenancy Management and Rent Arrears 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
Caol and Mallaig	674	2.7	3.4	4.1	3.3	3.6
Fort William and Ardnamurchan	877	3.1	3.4	4.6	2.5	4.4
Highland	15300	3.4	3.4	4.8	3.5	4.9

- 6.4 The average response time for emergency repairs for both Lochaber wards are well within the 12-hour target and better than the Highland average.

6.5 **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
Caol and Mallaig	674	4.9	5.5	6.8	7.6	5.7
Fort William and Ardnamurchan	877	4.7	4.6	5.2	6.3	4.6
Highland	15300	6.1	6.6	7.1	7.7	6.5

6.6 The average response time for non-emergency repairs for both Lochaber wards are well within the 9-day target and better than the Highland average.

6.7 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 within Table 3 provides information on the average re-let time for all void properties, showing the trend back two years and highlighting the same quarter in 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
Caol and Mallaig	674	7	86.67	56.81	50.63	51.30	13.04
Fort William and Ardnamurchan	877	18	44.50	49.14	49.24	55.49	45.44
Highland	15300	324	46.50	51.73	54.60	58.16	47.53

7.3 Re-let performance reported in Ward 11 is 13.04 days which is lower than the 35-day target and better than the Highland average. The performance reported in Ward 21 is 45.4 days which is better than the Highland average but exceeds the 35-day target, this reflects the volume of voids, 64 in total for the period in Lochaber and work required in bringing these properties up to relet standard. The Lochaber team have a focus on turning void properties around as quickly as possible.

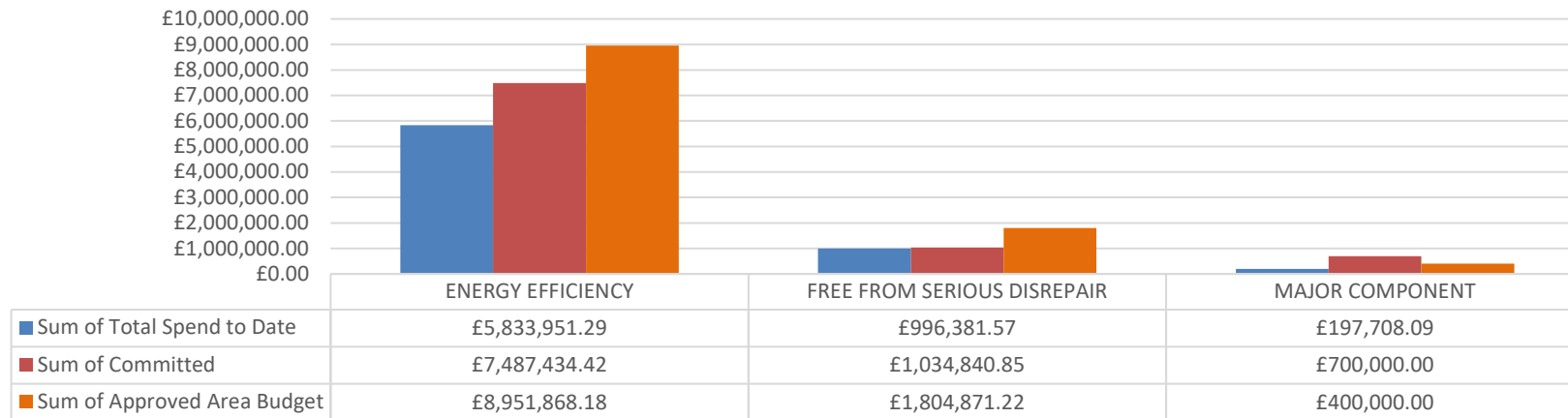
8 Capital Programme

- 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 Caol 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.

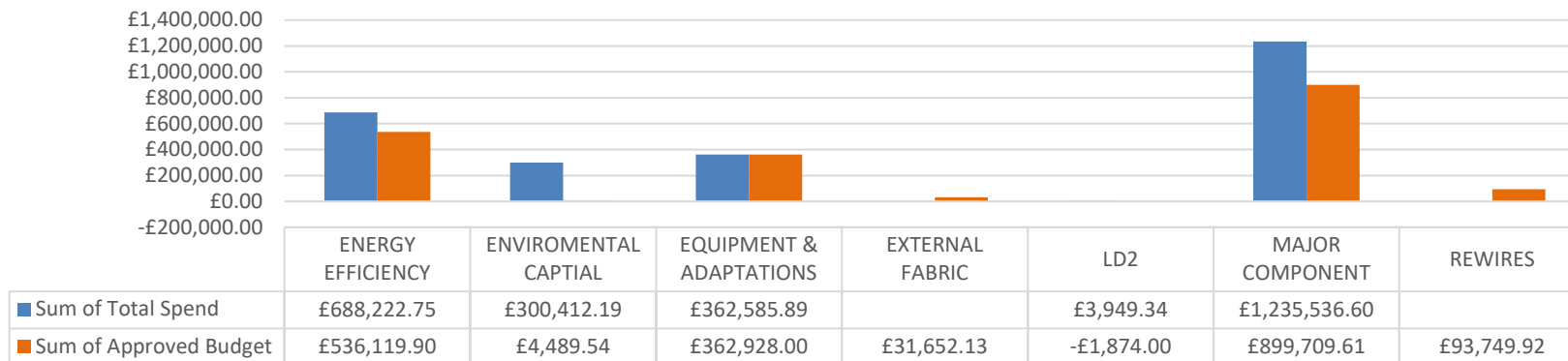
Designation:	Assistant Chief Executive - Place
Date:	23 July 2025
Author:	Angus Lawrie, Principal Repairs Officer Graeme Ralph, Repairs Manager Asset Strategy
Background Papers:	Scottish Housing Regulator: The Scottish Social Housing Charter: Indicators and Context Information
Appendices:	Appendix 1 – Capital Investment Chart - Lochaber Appendix 2 – 2022-2027 Delivery Output - Lochaber

Appendix 1 Capital Investment Chart – Lochaber

Lochaber Planned Investment 2022-2027



Lochaber 2022-25 Reactive Capital



Appendix 2 2022-2027 Delivery Output – Lochaber

ELEMENT	BUDGET	Count
Loft Insulation	ENERGY EFFICIENCY	0
Wall Insulation	ENERGY EFFICIENCY	27
Floor Insulation	ENERGY EFFICIENCY	0
New Roof Installation	FREE FROM SERIOUS DISREPAIR	132
Front Door Installation	ENERGY EFFICIENCY	205
Back Door Installation	ENERGY EFFICIENCY	154
Window Installation	ENERGY EFFICIENCY	152
Bathroom Replacement	MAJOR COMPONENT	167
Date Kitchen Installation	MAJOR COMPONENT	225
Date Heating Installation	ENERGY EFFICIENCY	387
Solar Panel Installation Date	ENERGY EFFICIENCY	173
Full Re-Wiring	MAJOR COMPONENT	47