

The Highland Council

Agenda Item	9
Report No	CIA/32/25

Committee: City of Inverness Area

Date: 18 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 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 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 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, 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
Aird & Loch Ness	373	3.6	3.6	8.3	7.8	6.2
Inverness West	674	2.3	2.3	3.2	2.4	7.1
Inverness Central	1,983	2.6	2.8	3.9	1.3	4.0
Inverness Ness-Side	537	2.8	1.9	5.0	2.7	4.3
Inverness Millburn	451	2.4	2.1	3.1	1.4	6.2
Culloden & Ardersier	654	3.0	2.2	5.9	1.7	4.4
Inverness South	173	1.7	1.7	2.8	2.7	3.0
Highland	15,300	3.4	3.4	4.8	3.5	4.9

- 6.4 Repair teams continue to perform well in delivering emergency repairs within the 12-hour target across all the Inverness Wards.
- 6.5 Non-emergency repairs are measured in working days.

- 6.6 **Table 2: Average length of time 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
Aird & Loch Ness	373	9.0	9.6	9.7	10.0	7.6
Inverness West	674	6.5	6.6	7.0	8.3	7.7
Inverness Central	1,983	6.2	7.7	7.7	8.5	6.4
Inverness Ness-Side	537	6.9	8.3	8.7	8.9	6.9
Inverness Millburn	451	6.9	7.9	7.8	8.4	8.2
Culloden & Ardersier	654	5.7	6.6	7.1	8.4	6.6
Inverness South	173	6.8	6.6	6.8	7.6	6.2
Highland	15,300	6.1	6.6	7.1	7.7	6.5

- 6.7 The average response time for non-emergency repairs for every Inverness ward is within the 8.9-day target.
- 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 at 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
Aird & Loch Ness	373	6	6.06	25.40	27.74	30.76	45.17
Inverness West	674	14	59.50	53.00	53.42	51.11	23.43
Inverness Central	1983	33	55.27	53.44	48.07	42.78	41.18
Inverness Ness-Side	537	11	42.40	50.38	48.14	36.86	38.45
Inverness Millburn	451	11	38.00	43.53	40.17	39.16	25.36
Culloden & Ardersier	654	6	51.00	51.17	49.97	46.76	40.50
Inverness South	173	2	0.00	0.00	26.67	32.00	33.00
Highland	15300	324	46.50	51.73	54.60	58.16	47.53

7.3 The average void duration across all Inverness Wards is 35.77 days which is better than the Highland average and the SHN Benchmark group. Wards with fewer voids will see a greater impact on average performance from voids requiring more complex works.

8 Capital Programme

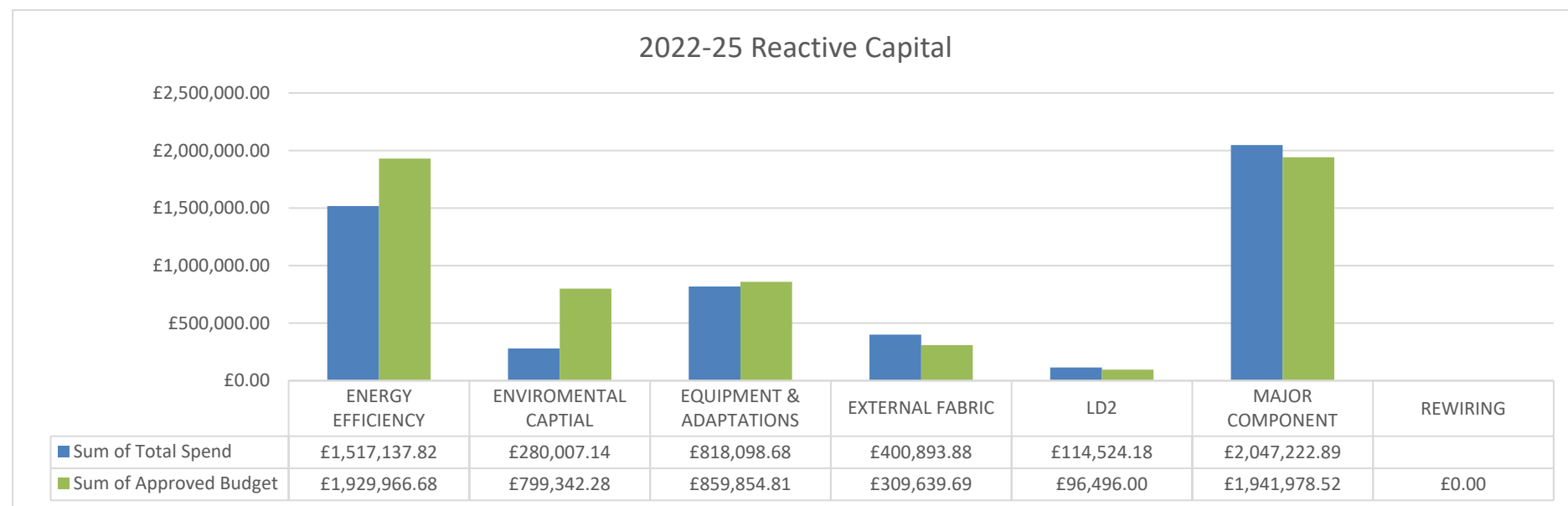
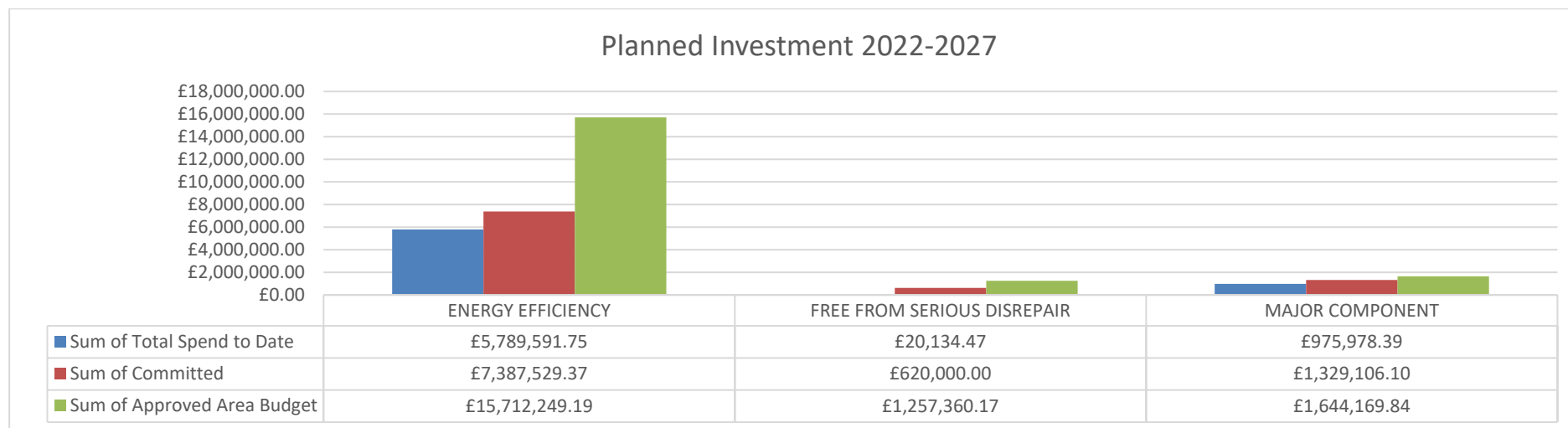
8.1 The 2022–2027 Capital Investment Programme continues to support key areas of planned investment, including heating system upgrades, energy efficiency improvements, and the replacement of major components reaching the end of their lifecycle. In addition, capital funding is allocated to local Building 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 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.

- 8.3 Please see **Appendix 1** which 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:	30 July 2025
Author:	Lachie MacDonald, Repairs Manager (South) 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 – Inverness



Appendix 2 2022-2027 Delivery Output – Inverness

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	137
Front Door Installation	ENERGY EFFICIENCY	530
Back Door Installation	ENERGY EFFICIENCY	425
Window Installation	ENERGY EFFICIENCY	602
Bathroom Replacement	MAJOR COMPONENT	403
Date Kitchen Installation	MAJOR COMPONENT	446
Date Heating Installation	ENERGY EFFICIENCY	589
Solar Panel Installation Date	ENERGY EFFICIENCY	90
Full Re-Wiring	MAJOR COMPONENT	0