

# The Highland Council

Agenda Item	10
Report No	SR/21/25

**Committee:** Isle of Skye & Raasay

**Date:** 1 September 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 **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 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 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)

5.3 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.

5.4 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
Skye	396	3.3	3.5	9.0	11.1	4.7
Highland	15300	3.4	3.4	4.8	3.5	4.9

6.4 The average response time for emergency repairs remains within the performance target of 12 hours.

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
Skye	396	4.7	5.2	5.6	5.8	4.4
<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 time in Skye is well within the 8.9 day performance 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 below provides information on the average re-let time compared to previous quarters.

**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
Skye	396	7	27.50	28.00	27.81	27.85	27.14
<b>Highland</b>	<b>15,300</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 The average re-let time in Skye continues to be well within the 35-day performance target.

## 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 local Building Maintenance teams to respond to component failures and to deliver aids and adaptations, ensuring a responsive and needs-led approach.

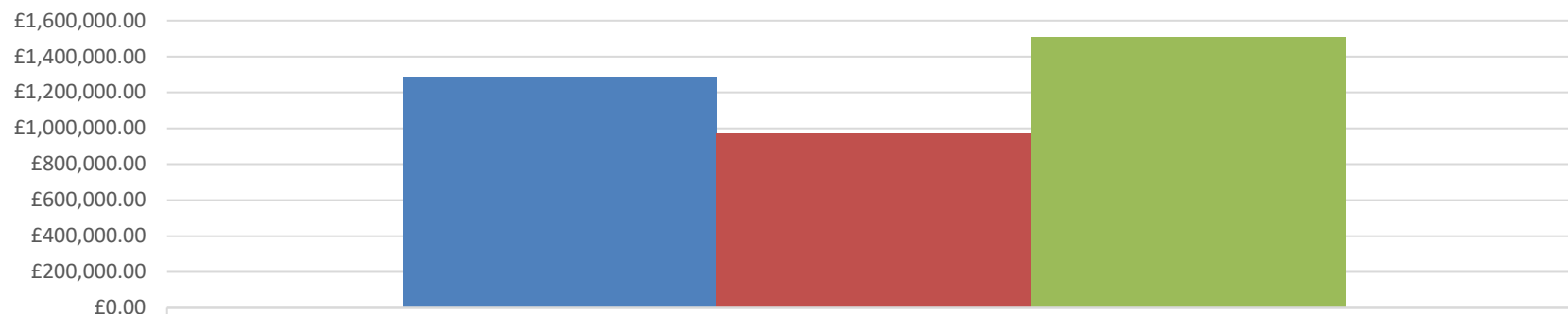
8.2 The Skye and Lochalsh capital programme is led by condition and requirement. Most elements are managed by the Local Team with the exception of Energy Efficiency. We are working in partnership with colleagues from the Climate Change and Energy Team to identify and secure funding opportunities across the Highlands. This joint effort supports the delivery of our energy efficiency projects by aligning with wider sustainability goals and accessing external resources. 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.

- 8.3 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:	8 August 2025
Author:	Rory MacLeod, Service Lead (Investment and Building Maintenance) 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 – Skye and Lochalsh

### Planned Investment 2022-2027



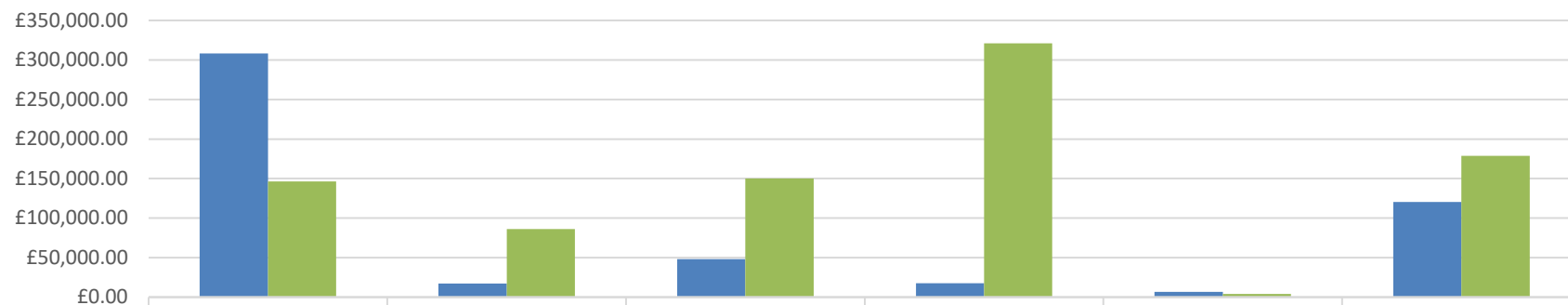
#### ENERGY EFFICIENCY

£1,286,911.67

£972,565.86

£1,510,082.06

### 2022-25 Reactive Capital



#### ENERGY EFFICIENCY

#### ENVIROMENTAL CAPTIAL

#### EQUIPMENT & ADAPTATIONS

#### EXTERNAL FABRIC

#### LD2

#### MAJOR COMPONENT

#### Sum of Total Spend

£308,394.97

£17,180.00

£48,056.29

£17,419.60

£6,670.00

£120,495.52

#### Sum of Approved Budget

£146,295.65

£86,031.00

£150,032.86

£321,031.00

£4,140.00

£178,716.25

## Appendix 2 2022-2027 Delivery Output – Skye and Lochalsh

ELEMENT	BUDGET	Count
New Roof Installation	FREE FROM SERIOUS DISREPAIR	2
Front Door Installation	ENERGY EFFICIENCY	33
Back Door Installation	ENERGY EFFICIENCY	17
Window Installation	ENERGY EFFICIENCY	30
Bathroom Replacement	MAJOR COMPONENT	15
Date Kitchen Installation	MAJOR COMPONENT	29
Date Heating Installation	ENERGY EFFICIENCY	57
Solar Panel Installation Date	ENERGY EFFICIENCY	21