

Agenda Item	7
Report No	BSAC/05/26

# The Highland Council

**Committee:** Badenoch and Strathspey Committee

**Date:** 19 January 2026

**Report Title:** Housing Repairs and Capital Report – 1 April 2025 to 31 December 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 Scottish Social Housing Charter and other performance indicators up to 31 December 2025.

## 2 Recommendations

2.1 Members are asked to:

- i. **Note** the information provided on housing performance in the period 1 April 2025 – 31 December 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)** -

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](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**  
**2024/25 SHN Benchmark (Group) – 3.9 hours**

EME	No of Houses	2024/25		2025/26		
		Q3	Q4	Q1	Q2	Q3
Badenoch and Strathspey	615	8.8	3.1	5.9	3.0	5.1
<b>Highland</b>	<b>15351</b>	<b>4.8</b>	<b>3.5</b>	<b>4.9</b>	<b>3.9</b>	<b>3.1</b>

- 6.4 The average time reported for Emergency repairs in Badenoch and Strathspey is 5.1 hours, which continues to be 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**  
**2024/25 SHN Benchmark (Group) – 9.1 days**

NON-EME	No of Houses	2024/25		2025/26		
		Q3	Q4	Q1	Q2	Q3
Badenoch and Strathspey	615	5.5	6.1	4.6	5.3	6.6
<b>Highland</b>	<b>15351</b>	<b>7.1</b>	<b>7.7</b>	<b>6.5</b>	<b>6.8</b>	<b>7.3</b>

6.7 The average time reported for non-emergency repairs is 6.6 days which remains within the 8.9 day target and better than the Highland wide average of 7.3 days.

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, 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 55.6 days  
2024/25 SHN Benchmark (Group) – 60.6 days**

Avg relet time, ARC	No of Houses	No of relets	2024/25		2025/26		
			Q3	Q4	Q1	Q2	Q3
Badenoch and Strathspey	615	29	19.02	23.06	49.24	42.67	37.76
<b>Highland</b>	<b>15351</b>	<b>915</b>	<b>54.60</b>	<b>58.16</b>	<b>47.53</b>	<b>46.10</b>	<b>44.57</b>

7.3 Re-let performance in Badenoch and Strathspey is 37.76 days which is out with the 35 day target, but is an improvement on Quarters 1 & 2, this is due to a long-term void that required total refurbishment and issues procuring the required works.

## 8 Capital Program

8.1 The 2022–2027 Capital Investment Programme continues to support key areas of planned investment, Capital Investment Programmes provides for:

- Replacement of key building components at end of lifecycle
- Heating system upgrades and energy efficiency improvements
- Delivery of aids and adaptations
- Support for local building maintenance teams to address component failures

The programme balances long-term asset management priorities with responsive and needs-led delivery.

## 8.2 Current Programme

Delivery Planned investment activity within the Badenoch and Strathspey area during 2025 has been limited. This is primarily due to the 2022–2027 programme being heavily front-loaded to deliver priority projects in key investment areas.

The remaining budget allocations for this area are currently under review, with the objective of scheduling any outstanding works within the existing programme before the commencement of the new five-year budget cycle. In addition, work is ongoing to compile address lists for future energy efficiency measures.

### 8.3 **D-C Programme**

Our Housing Investment Team has worked closely with the Climate Change and Energy Team throughout 2025/26 to identify and access external funding opportunities aimed at securing fully funded measures across the Highlands. This collaborative approach has been central to the success of the programme to date.

Through ECO4 funding, **44 properties in Badenoch and Strathspey** have received fully funded energy efficiency measures.

This external investment has helped offset pressures on the local planned capital budget. However, the programme is currently on pause while we await a review of the impact of the government's decision to remove support for ECO funding. Despite this, we remain committed to working with contractors and partners to identify alternative funding streams and continue delivering improvements wherever possible.

### 8.4 **One-off Capital Programme**

Local teams continue to deliver one-off capital works in response to component failures. Overall, the one-off capital budget for the area is in a well-managed position, with the exception of some higher-than-anticipated expenditure on windows and doors.

To manage these pressures, the following measures are in place:

- to reprofile underspends within the one-off budgets
- allocations where appropriate
- restrictions for replacements strictly to failure-only cases

The most affected budget line remains windows and doors. This will continue to be closely monitored, with adjustments made as required to maintain budget control.

### 8.5 **Environmental Capital Projects**

Local teams continue to manage project funded through the Environmental capital budget. Several projects have been completed and more planned. Current projects include:

- Ongoing pavement resurfacing in Beachen Court Grantown-of-Spey
- Ongoing pavement resurfacing in Burnside Place Aviemore
- Ongoing pavement resurfacing in Clune Terrance Newtonmore

These projects reflect our ongoing commitment to improving local environments and maintaining essential infrastructure across Badenoch and Strathspey. Delivery will continue to be prioritised based on need and available resources.

8.6 Please see appendix 1 Which demonstrates what has been delivered to date. Note that appendix 1 does not include projects which are currently active.

Please note that a financial breakdown is not available in this report. This is in part due to current transfer of Finance business partners at the time of preparing this report.

Designation: Assistant Chief Executive - Place

Date: 8 January 2026

Author: Lachie MacDonald, Repairs Delivery Manager  
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Background Papers: Scottish Housing Regulator: The Scottish Social Housing  
Charter: Indicators and Context Information

Appendices: Appendix 1 – 2025 Delivery Output

Appendix 1: 2025 Delivery Output – Badenoch and Strathspey

ELEMENT	BUDGET	Count
Wall Insulation	ENERGY EFFICIENCY	18
New Roof Installation	FREE FROM SERIOUS DISREPAIR	2
Front Door Installation	ENERGY EFFICIENCY	16
Back Door Installation	ENERGY EFFICIENCY	16
Window Installation	ENERGY EFFICIENCY	18
Bathroom Replacement	MAJOR COMPONENT	10
Date Kitchen Installation	MAJOR COMPONENT	3
Date Heating Installation	ENERGY EFFICIENCY	40
Solar Panel Installation Date	ENERGY EFFICIENCY	43