The Highland Council

Agenda Item	7
Report No	BIER-11-26

Committee: **Black Isle and Easter Ross**

Date: **26 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 **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)** – There are no 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 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

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
Black Isle	310	2.8	10.1	2.8	14.9	3.3
Cromarty Firth	1,528	5.9	4.9	3.4	3.2	3.1
Tain & Easter Ross	655	4.8	3.2	6.2	4.2	3.8
Highland	**15,351**	**4.8**	**3.5**	**4.9**	**3.9**	**4.2**

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
2024/25 SHN Benchmark (Group) – 9.1 days

NON-EME	No of Houses	2024/25		2025/26		
		Q3	Q4	Q1	Q2	Q3
Black Isle	310	7.3	8.5	6.5	5.8	6.6
Cromarty Firth	1,528	8.0	9.3	8.4	7.9	8.1
Tain & Easter Ross	655	6.8	7.2	7.5	6.5	7.1
Highland	**15,351**	**7.1**	**7.7**	**6.5**	**6.8**	**7.3**

6.7 The average non-emergency repair times are below the 8.9-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 Tenancy 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 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
Black Isle	310	13	70.53	63.82	37.50	128.57	91.38
Cromarty Firth	1,528	119	106.45	104.63	104.00	81.14	84.36
Tain & Easter Ross	655	35	119.03	112.48	124.73	109.16	106.11
Highland	**15,351**	**915**	**54.60**	**58.16**	**47.53**	**46.10**	**44.57**

7.3 Average re-let time for void properties has exceeded the target of 55.6 days. This performance continues to be affected by measures introduced to reduce subcontractor expenditure. 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; 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; and
- 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 Support for local building maintenance teams to address component failures.

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

Current Programme Delivery

The Black Isle and Easter Ross capital programmes have progressed across multiple work streams, with significant achievements to date. The table below summarises key projects and their current status:-

Programme Code	Work Type	Status
CSH21007	Windows and Doors	Complete
CSH23016	Rewires	Complete
CSH24001	Windows and Doors	Complete
CSH24008	Rewires	Onsite
CSH24018	Retrofit	Complete
CSH24020	Heating	Complete
CSH24023	Heating	Complete
CSH25008	Fabric	Onsite
CCETBalintore	Retrofit	Complete

The 2022–2027 programme has placed a strong emphasis on improving energy efficiency across the area. The allocated budget for planned works during this period has now been largely committed to the projects outlined above.

Building on the success of initiatives such as the Balintore retrofit programme, our focus will now shift to utilising any remaining funds during 2026/27. At the same time, we will begin preparing for the next five-year investment cycle to ensure future priorities are met effectively.

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, **90 properties across Black Isle and Easter Ross** 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 to address component failures. Current budget allocations are being managed effectively to meet local demand. Teams are actively monitoring expenditure against available budgets and, where necessary, will implement measures to minimise financial impact. These measures include:-

- reprofiling any underspend within one-off budget lines;
- utilising the contingency budget where appropriate; and
- restricting authorisations for replacements to failure-only cases.

8.5   **Environmental Capital Projects**

Due to current resource constraints, the local team has not yet provided an update on the status of projects proposed under the environmental capital programme. The team will continue to work closely with members to identify and progress suitable projects for delivery.

If appropriate projects cannot be identified, it is recommended that the budget be reprofiled to support essential component investment within properties. This approach would help ensure funds are utilised effectively to address priority needs.

8.6   Please refer to **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:	12 January 2025
Author:	Rory MacLeod, Service Lead - Investment & 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 - 2025 Delivery Output

2025 Delivery Output

ELEMENT	BUDGET	Count
Wall Insulation	ENERGY EFFICIENCY	133
New Roof Installation	FREE FROM SERIOUS DISREPAIR	107
Front Door Installation	ENERGY EFFICIENCY	116
Back Door Installation	ENERGY EFFICIENCY	118
Window Installation	ENERGY EFFICIENCY	101
Bathroom Replacement	MAJOR COMPONENT	24
Date Kitchen Installation	MAJOR COMPONENT	10
Date Heating Installation	ENERGY EFFICIENCY	134
Solar Panel Installation Date	ENERGY EFFICIENCY	234
Full Re-Wiring	MAJOR COMPONENT	0