

# The Highland Council

Agenda Item	9
Report No	LA/7/26

**Committee:** Lochaber

**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)** -
- 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
Caol and Mallaig	673	4.1	3.3	3.6	4.4	5.3
Fort William and Ardnamurchan	889	4.6	2.5	4.4	5.0	5.5
<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 Building Maintenance Team continues to perform well, the average response times for emergency repairs for both Lochaber wards are well within the 12 hour target.

6.5 **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
Caol and Mallaig	673	6.8	7.6	5.7	6.1	5.8
Fort William and Ardnamurchan	889	5.2	6.3	4.6	5.1	5.3
<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>

6.6 The average response time for non-emergency repairs for both Lochaber wards are well within the 8.9 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 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 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
Caol and Mallaig	673	75	50.63	51.30	13.04	17.17	16.61
Fort William and Ardnamurchan	889	54	49.24	55.49	45.44	41.72	38.96
<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 reported in Ward 11 is 16.61 days which is lower than the 35-day target and better than the Highland average. The performance reported in Ward 21 is 38.96 days which exceeds the 35-day target but shows improvement on Quarters 1 and 2 and is better than the Highland average, the performance reflects the work required in bringing these properties up to relet standard. The Lochaber team remain focused 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, 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 Current Programme Delivery

The Lochaber capital programme has 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
CSH21017	Roofing	Complete
CSH22018	Rewire	Complete
CSH23008	Roofing	Complete
CSH23009	Roofing	Complete
CSH23019	Heating	Complete
CSH24003	Windows and Doors	Onsite
CSH24004	Fabric	Complete
CSH24006	Heating	Complete
CSH24017	Heating	Complete
-	Retrofit Coal	Complete

The 2022 - 2027 programme in Lochaber was front-loaded to accelerate essential improvements. Currently, only one live contract remains in progress. Due to ongoing budget constraints, no further planned investment is expected until the next five-year budget cycle is approved.

Any additional capital works will be delivered through the One-Off Capital budget, managed locally and prioritised for urgent component failures only.

Despite financial pressures, the 2025/2026 D-C programme has continued to deliver energy efficiency measures to eligible properties through external funding, supporting sustainability objectives and ensuring progress toward climate goals.

### 8.3 D-C Programme

Our Housing Investment Team has worked closely with the Climate Change and Energy Team throughout 2025/2026 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, **73 properties in Lochaber** 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. High demand has impacted several budget lines. To manage pressures:

- Review opportunities to reprofile underspend within the one-off budgets;
- Contingency budget has been utilised; and
- Authorisations for replacement are restricted to **failure-only** cases

The most affected budgets are Window, Doors and Fabric budget lines. Monitoring continues to ensure essential works are prioritised.

## 8.5 Environmental Capital Projects

Local teams continue to deliver projects funded through the area Environmental Capital budgets. Several projects have been successfully completed, with others currently in the planning stage for future delivery. The table below provides a summary of progress:

Ward	Project	Status
11	Kilmallie/Torecastle Garage Removal	Complete
11	Corpach Garage Removal	Complete
11	Roybridge Steps Refurbishment	Planning
11	Footpath Replacement Coal	Planning
11	Torecastle Crescent Car Park Refurbishment	Planning
21	Claggan Steps Refurbishment	Complete
21	Claggan Pathworks	Complete
21	Lochside Cottage Drainage Works	Planning
21	Angus Crescent Retaining Wall	Planning
21	Ardarroch Court Retaining Wall	Planning

These projects reflect our ongoing commitment to improving local environments and maintaining essential infrastructure across Lochaber. 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

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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 - Lochaber

ELEMENT	BUDGET	Count
Wall Insulation	ENERGY EFFICIENCY	36
New Roof Installation	FREE FROM SERIOUS DISREPAIR	24
Front Door Installation	ENERGY EFFICIENCY	72
Back Door Installation	ENERGY EFFICIENCY	18
Window Installation	ENERGY EFFICIENCY	127
Bathroom Replacement	MAJOR COMPONENT	68
Date Kitchen Installation	MAJOR COMPONENT	86
Date Heating Installation	ENERGY EFFICIENCY	102
Solar Panel Installation Date	ENERGY EFFICIENCY	136
Full Re-Wiring	MAJOR COMPONENT	0