

Agenda Item	10
Report No	CIA/07/26

The Highland Council

Committee: City of Inverness Area

Date: 2 February 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
Aird & Loch Ness	374	8.3	7.8	6.2	4.8	4.4
Inverness West	675	3.2	2.4	7.1	5.5	4.0
Inverness Central	1984	3.9	1.3	4.0	2.6	3.6
Inverness Ness-Side	559	5.0	2.7	4.3	0.8	3.8
Inverness Millburn	452	3.1	1.4	6.2	3.1	3.0
Culloden & Ardersier	654	5.9	1.7	4.4	4.6	3.6
Inverness South	173	2.8	2.7	3.0	2.5	6.6
Highland	15,351	4.8	3.5	4.9	3.9	4.2

6.4 Performance continues to be 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 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
Aird & Loch Ness	374	9.7	10.0	7.6	7.5	8.1
Inverness West	675	7.0	8.3	7.7	7.9	8.9
Inverness Central	1984	7.7	8.5	6.4	7.2	8.2
Inverness Ness-Side	559	8.7	8.9	6.9	7.7	8.6
Inverness Millburn	452	7.8	8.4	8.2	8.4	8.5
Culloden & Ardersier	654	7.1	8.4	6.6	7.4	7.7
Inverness South	173	6.8	7.6	6.2	6.6	7.4
Highland	15,351	7.1	7.7	6.5	6.8	7.3

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.

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
Aird & Loch Ness	374	17	27.74	30.76	45.17	47.73	39.29
Inverness West	675	40	53.42	51.11	23.43	25.72	26.78
Inverness Central	1984	103	48.07	42.78	41.18	42.00	37.33
Inverness Ness-Side	559	47	48.14	36.86	38.45	22.64	15.26
Inverness Millburn	452	23	40.17	39.16	25.36	28.71	27.13
Culloden & Ardersier	654	55	49.97	46.76	40.50	18.44	22.45
Inverness South	173	8	26.67	32.00	33.00	40.80	40.63
Highland	15,351	915	54.60	58.16	47.53	46.10	44.57

7.3 Reported performance (table 3) is better than the average re-let time target in all Inverness wards and better than the Highland average. Challenges remain with utility companies and delays in changing meters and writing off debt. Turning void properties around as quickly as possible is a focus for the Inverness team.

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 Inverness 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
CSH20018	Windows and Doors	Complete
CSH20019	External Insulation	Complete
CSH22016	Kitchens	Complete
CSH22017	Rewires	Complete
CSH23013	Windows and Doors	Complete
CSH24005	Fabric	Planning
CSH24010	Heating	Complete
CSH24024	Heating	Onsite
CSH25000	Windows and Doors	Planning
CSH25002	Rewires	Planning
CSH25011	Windows and Doors	Planning
CSH25013	Windows and Doors	Planning
CSH25015	Heating	Planning

There has been a strong level of investment in the area throughout the 2022–2027 programme. Looking ahead, the 2026/27 mainstream programme will prioritise identifying properties that require upgrades, ensuring the remaining budget is effectively deployed to deliver maximum value for the area.

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, **38 properties in the Inverness area** 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 closely managed to meet local demand, with active monitoring of expenditure against available resources. Where necessary, measures are being implemented to minimise financial impact, including:-

- 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 and Doors. 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 are in place, with others currently in the planning stage for future delivery. The table below provides a summary of progress:-

Ward	Project	Status
Ward 13	Path Works Rowan Road	Ongoing
Ward 14	Path Works Charleston Chemist	Ongoing
Ward 15	Retaining Walls Evan Baron Road, Bin Store Mackay Road, Car Park Extension Esk Road	Ongoing
Ward 16	Fencing works Diriebught Court	Ongoing
Ward 18	Merryton Crescent Chimney removals	Ongoing

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

Where 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 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: 19 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

ELEMENT	BUDGET	Count
Wall Insulation	ENERGY EFFICIENCY	19
New Roof Installation	FREE FROM SERIOUS DISREPAIR	10
Front Door Installation	ENERGY EFFICIENCY	70
Back Door Installation	ENERGY EFFICIENCY	39
Window Installation	ENERGY EFFICIENCY	43
Bathroom Replacement	MAJOR COMPONENT	31
Date Kitchen Installation	MAJOR COMPONENT	40
Date Heating Installation	ENERGY EFFICIENCY	104
Solar Panel Installation Date	ENERGY EFFICIENCY	41
Full Re-Wiring	MAJOR COMPONENT	0