

The Highland Council

Agenda Item	8
Report No	NC/05/26

Committee: Nairnshire

Date: 9 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
Nairn & Cawdor	741	8.9	7.1	7.6	4.0	6.4
Highland	15,351	4.8	3.5	4.9	3.9	4.2

- 6.4 Performance in Nairnshire is within the 12-hour target.
- 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
Nairn & Cawdor	741	6.8	7.0	4.4	6.0	6.2
Highland	15,351	7.1	7.7	6.5	6.8	7.3

6.7 Non-emergency repairs performance for Quarter 4 remains within the 8.9-day target and better than the Highland wide average.

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
Nairn & Cawdor	741	29	29.2	29.8	43.5	33.8	31.8
Highland	15,351	915	54.6	58.2	47.5	46.1	44.6

7.3 Performance in Quarter 3 in Nairnshire is well within the 55.6 day target and better than the Highland wide average.

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 Nairn 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
CSH22001	Windows and Doors	Complete
CSH22004	Heating	Complete
CSH23026	Rewires	Complete
CSH25006	Heating	Onsite

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

Throughout 2025/26, our Housing Investment Team worked in close partnership with the Climate Change and Energy Team to identify and secure external funding opportunities aimed at delivering fully funded measures across the Highlands. This collaborative approach has been a key driver of the programme's success to date.

Through ECO4 funding, properties across the Highlands 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 Kitchen and Bathrooms. Monitoring continues to ensure essential works are prioritised.

8.5 **Environmental Capital Projects**

The Local 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 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: 21 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	0
New Roof Installation	FREE FROM SERIOUS DISREPAIR	0
Front Door Installation	ENERGY EFFICIENCY	1
Back Door Installation	ENERGY EFFICIENCY	0
Window Installation	ENERGY EFFICIENCY	0
Bathroom Replacement	MAJOR COMPONENT	5
Date Kitchen Installation	MAJOR COMPONENT	11
Date Heating Installation	ENERGY EFFICIENCY	35
Solar Panel Installation Date	ENERGY EFFICIENCY	2
Full Re-Wiring	MAJOR COMPONENT	0