Agenda Item	5
Report No	WRSL/12/26

The Highland Council

Committee: **Wester Ross, Strathpeffer and Lochalsh**

Date: **3 August 2026**

Report Title: **Housing Repairs and Capital Report – 1 April 2026 to 30 June 2026**

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 30 June 2026.

2 Recommendations

2.1 Members are asked to **note** the information provided on housing performance in the period 1 April 2026 to 30 June 2026.

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 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

2025/26 SHN Benchmark (Group) – 3.4 hours

EME	No of Houses	2025/26				2026/27
		Q1	Q2	Q3	Q4	Q1
Wester Ross, Strathpeffer & Lochalsh	545	4.5	6.3	6.7	6.0	3.5
Highland	**15400**	**4.9**	**3.9**	**4.2**	**4.7**	**4.3**

6.4 The average response time for emergency repairs continues to perform strongly and remains within the 12-hour target and is better than the Highland average. Emergency repairs performance is improved when compared to previous quarters. 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
2025/26 SHN Benchmark (Group) – 8.6 days

NON-EME	No of Houses	2025/26				2026/27
		Q1	Q2	Q3	Q4	Q1
Wester Ross, Strathpeffer & Lochalsh	545	7.4	8.4	8.2	8.9	7.5
Highland	**15400**	**6.5**	**6.8**	**7.3**	**8.0**	**6.6**

6.7 The average non-emergency repair times are below the 8.9-day target but greater than the Highland average. Non-emergency repairs has improved compared to previous quarters.

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**
2025/26 SHN Benchmark (Group) – 51.9 days

Avg relet time, ARC	No of Houses	No of relets	2025/26				2026/27
			Q1	Q2	Q3	Q4	Q1
Wester Ross, Strathpeffer & Lochalsh	545	8	25.86	38.25	44.71	46.85	38.13
Highland	**15400**	**285**	**47.53**	**46.10**	**44.57**	**43.96**	**33.87**

7.3 Average re-let time for void properties has exceeded the target of 35 days but has improved when compared to previous quarters. Factors impacting on performance include small numbers of properties requiring additional works at void causing delays in returning to lettable condition. The Ross and Cromarty Repairs Delivery 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
- 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 2022–2027 programme was initially front-loaded in the Wester Ross, Strathpeffer, and Lochalsh areas to accelerate key improvements. Completed works to date include:-

Programme Code	Work Type	Properties Completed	Status
CSH22008	Heating	7	Complete
CSH23001	Heating	15	Complete
CSH23012	Roofing	22	Complete
CSH26001	Heating	-	Initiation

Investment within the area has been targeted in line with stock priorities and aligned to available budgets, ensuring a focused approach to delivery. As the current five-year capital programme approaches completion, the Asset Investment Team continues to review and progress projects in line with the remaining budget.

8.3 **D-C Programme**

The Chancellor announced at Budget in November 2025 that the UK Government had taken the decision not to renew Energy Company Obligation (ECO4), originally due to end 31 March 2026 the scheme was extended by nine months until 31 December 2026. Following a period of uncertainty around ECO funding, we are pleased to report that the programme is now progressing once again. While access to fully funded measures is no longer available, opportunities remain to secure partial funding for eligible properties.

The Asset Investment Team continues to work closely with the Climate Change and Energy Team to identify properties that may benefit from external funding support and target investment where it can deliver the greatest benefit to tenants and the housing stock.

To support the continuation of this work, additional provision has been made within the 2026/27 Capital Funded from Current Revenue (CFCR) allocation. This funding has been profiled to help offset the increased cost of delivering measures where full external funding is no longer available and to ensure that progress on energy efficiency and decarbonisation objectives can continue.

Key priorities for 2026/27 include:-

- Identifying properties eligible for partially funded energy efficiency measures.
- Maximising the use of available external funding opportunities.
- Supporting the continued decarbonisation of the housing stock.
- Improving energy efficiency and helping tenants reduce energy costs.
- Adopting a Highland-wide approach to investment, ensuring resources are targeted towards properties and communities where they will have the greatest impact.

This collaborative approach will help maximise available funding, extend the reach of the programme and continue to deliver energy efficiency improvements across Highland communities.

Prior to the pause in the programme 44 properties had been successfully delivered in the Wester Ross, Strathpeffer and Lochalsh area. Further properties have yet to be identified for the area.

8.4 **One-off Capital Programme**

Local teams will continue to deliver one-off capital works during 2026/27 in response to component failures and priority replacement requirements across the housing stock. The 2025/26 year-end position highlighted significant expenditure pressures across a number of capital budget areas, including:-

- Kitchens
- Bathrooms
- Heating systems
- Equipment and Adaptations

These pressures were managed through the use of available contingency funding and budget realignment, allowing the overall programme to be balanced and sufficient funding to be carried forward into the 2026/27 programme.

During 2026/27, the focus will be to:-

- Continue to respond to component failures and priority replacement needs.
- Closely monitor expenditure and demand across key budget lines.
- Review budget performance with local teams throughout the year.
- Identify any emerging pressures at an early stage and implement corrective measures where required.

This approach will help ensure available resources are targeted towards the highest-priority investment needs while maintaining effective budget control throughout the year.

8.5 **Environmental Capital Projects**

The Environmental Capital Programme continues to support local environmental improvements and estate enhancement initiatives across Wester Ross, Strathpeffer and Lochalsh. As a member-led budget, priorities are informed through local engagement and Ward Business Meetings, with officers continuing to review opportunities to maximise the benefit of available resources.

As part of this work, a review of the garage estate is currently underway. The review will consider a range of potential options for these assets, with any resulting Environmental Capital investment opportunities being developed and communicated to Members for consideration.

Officers continue to assess and develop potential projects that support local priorities, improve housing environments and address identified infrastructure needs.

8.6 **Appendix 1** demonstrates what has been delivered to date, noting that it does not include projects which are currently active.

Designation:	Assistant Chief Executive - Place
Date:	03 August 2026
Author:	Lachie MacDonald, Repairs Delivery Manager Graeme Ralph, Repairs Manager Asset Strategy
Background Papers:	Scottish Housing Regulator: The Scottish Social Housing Charter: Indicators and Context Information
Appendices:	Appendix 1 – 2026 Delivery Output

Appendix 1

2026 Delivery Output

ELEMENT	BUDGET	Count
Front Door Installation	**ENERGY EFFICIENCY**	5
Back Door Installation	**ENERGY EFFICIENCY**	4
Date Heating Installation	**ENERGY EFFICIENCY**	1