Agenda Item	6
Report No	DSA/11/26

The Highland Council

Committee: **Dingwall and Seaforth**

Date: **24 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 – 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)** – 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 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**
Dingwall & Seaforth	1113	4.7	3.5	3.9	4.5	3.9
Highland	**15400**	**4.9**	**3.9**	**4.2**	**4.7**	**4.3**

6.4 The average response time for emergency repairs in Dingwall and Seaforth remains well within the 12-hour target and better than the Highland average. Emergency repairs performance remains consistent with previous quarters.

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
Dingwall & Seaforth	1113	9.0	8.2	9.0	9.3	6.4
Highland	**15400**	**6.5**	**6.8**	**7.3**	**8.0**	**6.6**

6.7 The average completion time for non-emergency repairs in Dingwall and Seaforth has shown improvement this quarter and is better than the 8.9-day target. Non-emergency repairs has shown significant improvement when 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 Void 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
Dingwall & Seaforth	1113	27	56.29	57.12	57.00	54.37	43.44
Highland	**15400**	**285**	**47.53**	**46.10**	**44.57**	**43.96**	**33.87**

7.3 Average re-let time for void properties in Dingwall and Seaforth has improved this quarter but is greater than the Highland average. Factors impacting on void performance include some properties requiring additional works to return to lettable condition. The Ross and Cromarty Repairs Delivery Team continue to prioritise voids performance to reduce turnarounds times further.

8 Capital Program

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 Dingwall and Seaforth 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	Properties Completed	Status
CSH21006	Window and Doors	47	Complete
CSH22013	Roofing	21	Complete
CSH22014	Windows and Doors	35	Complete
CSH24009	Rewire	33	Onsite
CSH24019	Heating	25	Complete
CSH25007	Windows and Doors	16	Complete
CSH26005	Heating	-	Planning

Dingwall and Seaforth has benefited from substantial investment throughout the 2022–2027 Capital Programme, with most planned investment funding now committed to completed, ongoing or approved projects.

As the programme approaches the end of the current five-year cycle, the Asset Investment Team will continue to identify and progress suitable projects to ensure the remaining budget is utilised effectively and targeted towards housing investment priorities.

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; and
- 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 programme pause, successful delivery was achieved across the Dingwall and Seaforth area. Under the revised programme, the area remains a priority for consideration, with potential opportunities for further property provision being kept under review.

8.4 **One-off Capital Programme**

Local Building Maintenance Teams will continue to deliver one-off capital works during 2026/27 in response to component failures, health and safety requirements, and priority replacement needs across the housing stock.

The 2025/26 year-end position for Dingwall and Seaforth reflected lower levels of demand across many one-off capital budget areas. As a result, the overall one-off capital programme was in a favourable position at year end, with most budget lines underspent. This largely reflects a lower incidence of component failure requiring replacement during the year.

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

- continue to respond to component failures and priority replacement requirements;
- monitor expenditure and demand across individual budget lines;
- review budget performance regularly with local teams;
- reprofile budgets where necessary to address emerging areas of demand and ensure available funding is targeted towards priority works; and
- maintain effective budget control while providing flexibility to respond to changing investment requirements.

This approach will ensure the one-off capital budget remains responsive to local needs, while allowing funding to be redirected where required to address emerging investment priorities across Dingwall and Seaforth.

8.5 **Environmental Capital Projects**

The Environmental Capital Programme continues to support local environmental improvements and estate enhancement initiatives across Dingwall and Seaforth. 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. The table below provides a summary of progress of recent projects:

Ward	Project	Status
Ward 8	Rebuild Wall Millbank Road	Ongoing
Ward 8	Path and Steps Seaforth Road	Ongoing
Ward 8	Communal path Balvaird Terrace	Ongoing

As part of the Environmental Capital Programme, 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.

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:	17 August 2026
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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	7
Back Door Installation	ENERGY EFFICIENCY	2
Bathroom Replacement	MAJOR COMPONENT	5
Date Heating Installation	ENERGY EFFICIENCY	3