Agenda Item	**9**
Report No	**SR/22/26**

The Highland Council

Committee: **Isle of Skye and Raasay**

Date: **31 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 Health and Safety 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
Skye	399	4.7	11.4	11	6.2	2.5
Highland	15400	4.9	3.9	4.2	4.7	4.3

6.4 The average response time for emergency repairs remains within the performance target of 12 hours and better than the Highland average. Emergency repairs performance has shown a significant trend to improvement compared to 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
Skye	**399**	**4.4**	**5.7**	**6.0**	**9.0**	**5.7**
Highland	**15400**	**6.5**	**6.8**	**7.3**	**8.0**	**6.6**

6.7 The average non-emergency repair time in Skye continues to be within the 8.9-day performance target and is better than the Highland average. Apart from Quarter 4 of 2025/26 non-emergency repairs performance has remained consistent 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 compared to previous 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
Skye	399	12	27.14	23.10	23.54	28.59	24.67
Highland	**15400**	**285**	**47.53**	**46.10**	**44.57**	**43.96**	**33.87**

7.3 The average re-let time in Skye continues to be within the performance target and better than the Highland average. Re-let times remain generally consistent with previous quarters.

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 Skye and Raasay capital programme focused on Energy Efficiency measure with all other work steams being managed through the Local Teams One Off budgets. The table below summarises key projects and their current status:-

Programme Code	Work Type	Properties Completed	Status
CSH22015	Windows and Doors	67	Complete
CSH24007	Heating	29	Complete

The 2022–2027 Capital Programme for Skye and Raasay was intentionally front-loaded to maximise value through larger projects and co-ordinated procurement opportunities. This approach enabled investment priorities within the area to be delivered earlier in the programme cycle and helped maximise the benefits achieved from the funding available.

The 2025/26 year-end position identified that a small amount of Energy Efficiency funding remains available within the area. The Asset Investment Team is currently working with the local Building Maintenance Team to identify the most appropriate strategic approach for the delivery of the remaining budget.

As the current five-year programme approaches its conclusion, the focus will be on ensuring the remaining funding is targeted towards projects that maximise value, improve the condition and performance of the housing stock, and deliver the greatest benefit for tenants across Skye and Raasay.

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 programme pause, successful delivery was achieved across the Skye and Raasay 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 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.
- 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

8.5 **Environmental Capital Projects**

The Environmental Capital Programme continues to support local environmental improvements and estate enhancement initiatives across Skye and Raasay. 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.

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.

Designation:	Assistant Chief Executive - Place
Date:	20 August 2026
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Background Papers:	Scottish Housing Regulator: The Scottish Social Housing Charter: Indicators and Context Information
Appendices:	None