

Agenda Item	5
Report No	BSAC/14/26

The Highland Council

Committee: **Badenoch and Strathspey**

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 – 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
Badenoch and Strathspey	627	5.9	3.0	7.4	6.7	5.5
Highland	15400	4.9	3.9	4.2	4.7	4.3

6.4 The average time reported for emergency repairs in Badenoch and Strathspey is 5.5 hours, which continues to be within the 12 hour target.

6.5 The average time taken to complete non-emergency repairs is calculated 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
Badenoch and Strathspey	627	4.6	5.3	6.6	6.9	4.8
Highland	15400	6.5	6.8	7.3	8.0	6.6

6.7 The average time reported for non-emergency repairs is 4.8 days which remains within the 8.9 day target and better than the Highland wide average of 6.6 days.

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**
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
Badenoch and Strathspey	627	19	49.24	42.67	37.76	35.85	25.63
Highland	15400	285	47.53	46.10	44.57	43.96	33.87

7.3 Re-let performance in Badenoch and Strathspey is 25.63 days which is within the target, and an improvement on 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; 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 of planned investment activity within the Badenoch and Strathspey area is being progressed as part of the 2026/27 programme following a review of the remaining budgets available within the 5 Year investment Plan.

As a result of this review, the Asset Investment Team is developing a programme of heating upgrades across the area. These works are intended to improve the reliability of heating systems, reduce the risk of heating failures, and support the Council's wider objectives of decarbonising the housing stock, improving energy efficiency, and helping tenants address fuel poverty.

Alongside our planned investment programme, we continue to work closely with the Climate Change and Energy Team to identify properties that may be eligible for external funding opportunities through the continuation of the D-C programme. This collaborative approach will help maximise investment in the area and support the delivery of further energy efficiency improvements to tenants' homes.

Programme Code	Work Type	Status
CSH26006	Heating	Initiation

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 Badenoch and Strathspey area. The revised programme currently includes a further three properties identified for delivery.

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 allocation for Badenoch and Strathspey was fully utilised through the accelerated delivery of approved projects during 2025/26. This approach enabled priority environmental improvement works to be completed ahead of schedule, with all previously ongoing projects now concluded.

While no Environmental Capital projects are currently programmed for delivery in 2026/27, local teams will continue to identify and develop suitable project opportunities for consideration as part of future Environmental Capital investment programmes, ensuring that emerging local priorities can be progressed when funding becomes available.

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.

Designation:	Assistant Chief Executive - Place
Date:	22 July 2026
Author:	Lachie MacDonald, Repairs Delivery Manager Graeme Ralph, Repairs Manager
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 – Badenoch and Strathspey

ELEMENT	BUDGET	Count
New Roof Installation	FREE FROM SERIOUS DISREPAIR	12
Front Door Installation	ENERGY EFFICIENCY	13
Back Door Installation	ENERGY EFFICIENCY	14
Window Installation	ENERGY EFFICIENCY	13
Bathroom Replacement	MAJOR COMPONENT	17
Date Kitchen Installation	MAJOR COMPONENT	15
Date Heating Installation	ENERGY EFFICIENCY	18
Solar Panel Installation	ENERGY EFFICIENCY	1
Full RE-Wiring	MAJOR COMPONENT	1