Agenda Item	**9**
Report No	**SCC/24/26**

The Highland Council

Committee: **Sutherland County**

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
North, West & Central Sutherland	387	3.5	7.4	5.5	8.0	4.0
East Sutherland & Edderton	575	3.1	3.5	3.6	3.3	4.3
Highland	**15,400**	**4.9**	**3.9**	**4.2**	**4.7**	**4.3**

6.4 The average response time for emergency repairs for both wards remains within the performance target although East Sutherland & Edderton has experienced an increase in time to complete emergency repairs with an average time of 4.3hours which is the same as the Highland average.

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
North, West & Central Sutherland	387	5.1	4.9	6.0	5.8	5.7
East Sutherland & Edderton	575	5.5	5.4	5.3	6.6	4.7
Highland	**15,400**	**6.5**	**6.8**	**7.3**	**8.0**	**6.6**

6.7 The average non-emergency repair time in Sutherland continues to be within the 8.9-day performance target and is better than the Highland average. Non-emergency repairs performance has been generally consistent 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
North, West & Central Sutherland	387	11	32.00	49.00	41.31	41.16	34.55
East Sutherland & Edderton	575	10	37.00	45.58	40.52	43.37	85.30
Highland	**15,400**	**285**	**47.53**	**46.10**	**44.57**	**43.96**	**33.87**

7.3 The average re-let time for East Sutherland & Edderton has seen a significant increase and is outwith the performance target as well as being greater than the Highland average. North, West & Central Sutherland re-let performance is on target by slightly over the Highland average with an improvement compared to previous quarters. The main factor impacting on performance is a number of properties requiring significant capital investment/refurbishment works to return to lettable condition. The Sutherland Repairs Delivery Team remains committed to turning around void properties in a timely manner while maintaining quality standards.

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 Sutherland 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	Properties Completed	Status
CSH20010	Insulation	40	Complete
CSH23014	Heating	31	Complete
CSH23015	Windows and Doors	42	Complete
CSH25004	Rewire	13	Complete
CSH25014	Heating	16	Onsite
CSH26003	Windows and Doors	-	Planning

Investment within Sutherland has been targeted in line with stock condition priorities and available budgets throughout the 2022–2027 Capital Programme, ensuring a focused and planned approach to delivery across the area.

As the current five-year programme approaches its conclusion, the majority of planned investment budgets have been committed to completed, ongoing or approved projects. The Asset Investment Team continues to review and progress projects in line with the remaining available funding, ensuring investment opportunities are identified and prioritised where they deliver the greatest benefit to tenants and the housing stock.

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 36 properties had been successfully delivered in the Sutherland area. The revised programme currently includes a further 23 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, health and safety requirements, and priority replacement needs across the housing stock.

The 2025/26 year-end position identified expenditure pressures across a number of one-off capital budget areas, including:-

- Heating Systems
- Equipment and Adaptations.

These pressures reflected local demand and emerging investment requirements during the year. The pressures were managed through budget realignment within the existing one-off capital programme, ensuring priority works could be progressed while maintaining overall budget control.

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

- Continue to respond to component failures and priority replacement requirements.
- Closely monitor expenditure and demand across key budget lines.
- Review budget performance with local teams throughout the year.
- Reprofile budgets where necessary to address emerging areas of demand and ensure available funding is targeted towards priority works.
- Identify any emerging pressures at an early stage and implement corrective measures where required.

This approach will help ensure available resources are directed towards the highest-priority investment needs while maintaining effective budget control and providing the flexibility to respond to changing local requirements across Sutherland.

8.5 **Environmental Capital Projects**

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

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: 21 August 2026

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
Wall Insulation	ENERGY EFFICIENCY	11
Front Door Installation	ENERGY EFFICIENCY	2
Bathroom Replacement	MAJOR COMPONENT	4
Date Kitchen Installation	MAJOR COMPONENT	4
Solar Panel Installation Date	ENERGY EFFICIENCY	16
Full Re-Wiring	MAJOR COMPONENT	8