

Orkney Housing Association Ltd

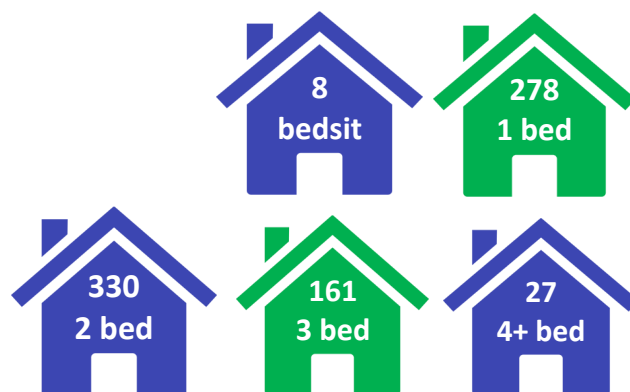
Annual Report on the Charter

2020/21

What is the Charter?

The Scottish Social Housing Charter provides a framework outlining the areas of performance which all housing associations or registered social landlords (RSLs) and local authorities in Scotland should be focusing on to make improvements for their tenants and other customers through the housing services they provide.

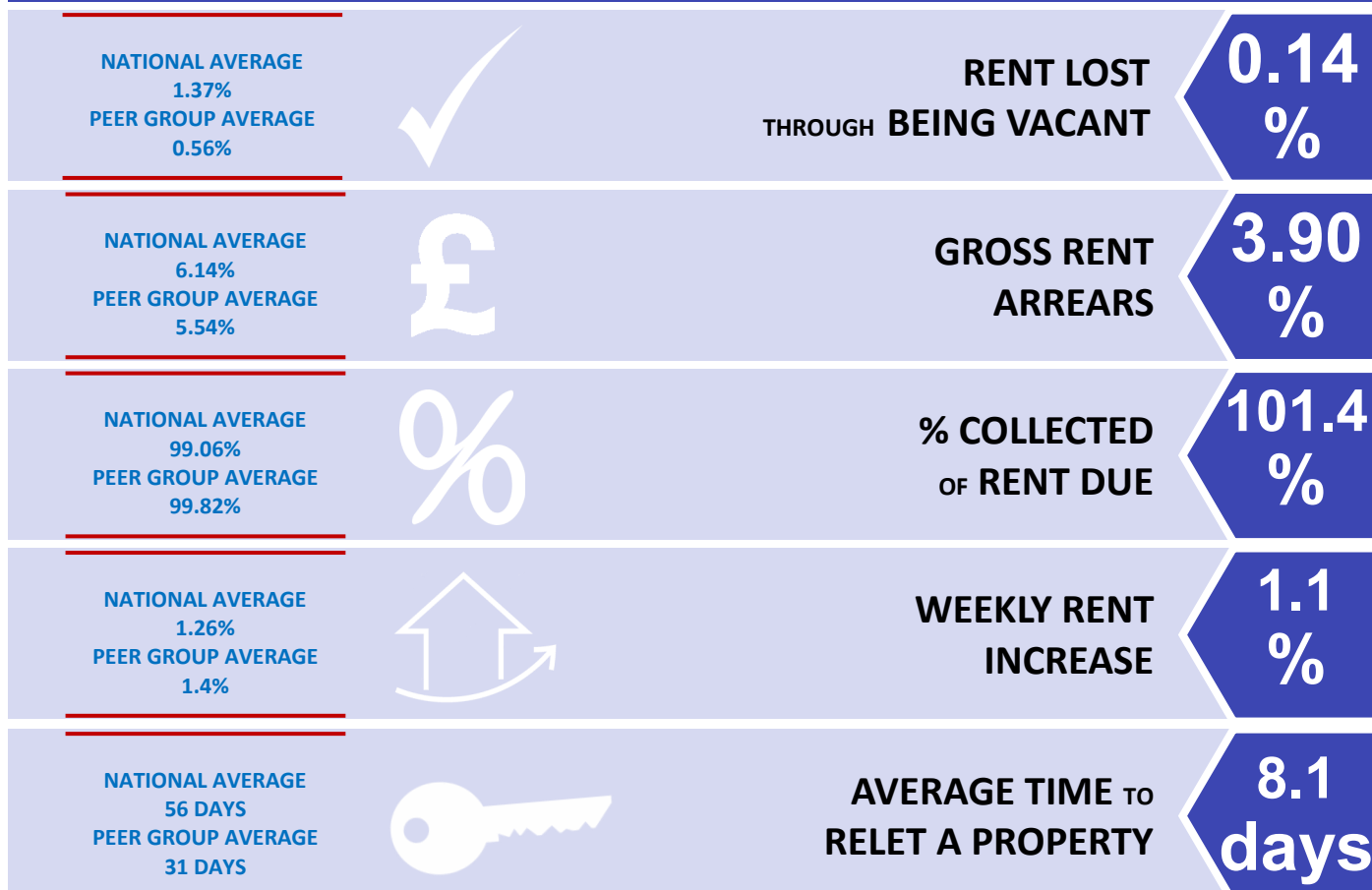
Number of Properties



Value for money

We continually strive to achieve value for money to ensure we provide the most cost efficient and high quality services to meet individual needs and aspirations. In 2020-2021, the Association delivered for tenants in the key areas of rent collection, arrears management and letting properties. This resulted in one of our lowest percentage rent increases of 1.1%. Whilst some of our services were disrupted due to the COVID-19 pandemic, staff immediately moved to offering bespoke support to all our tenants through regular phone contact; a service we know was much appreciated.

VALUE FOR MONEY



Tenancy Sustainment

New tenancies that began in the previous 12 months sustained for more than a year increased slightly, whilst stock turnover reduced which was simply due to less people wanting to move during this time. A total of 89% of all new tenancies sustained were for more than a year; this can be broken down by allocation type in Chart 1.

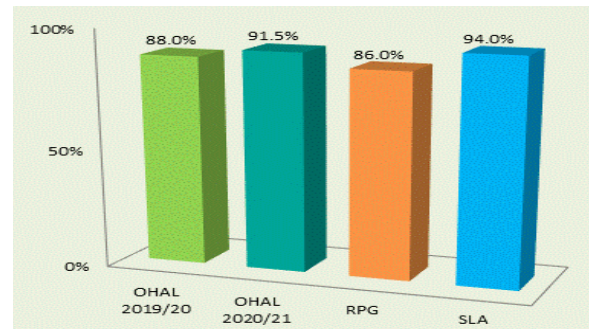
Although there were fewer than usual relets, we did continue to enable this process for those needing to move, adhering to strict COVID safe guidance. The days taken to relet our homes had a minimal increase but the rent lost due to homes being vacant reduced. This resulted in a strong performance compared to both our rural peer group and the Scottish Landlord average. The Housing & Customer Services staff worked very closely with tenants to offer advice, support and guidance to help keep arrears at their lowest level.

Homeless households	94%
Applicants from housing list	79%
Existing tenants	100%
Other applicants	87%

Chart 1

Anti social behaviour

The number of cases reported were 83, with **91.5%** of cases resolved within the agreed timescales.



Our Customers

CUSTOMER SERVICE

97.1%

TENANT SATISFACTION
WERE **OVERALL SERVICE**



NATIONAL AVERAGE 20/21
89.0%

98.7%

SATISFACTION WITH KEEPING
TENANTS INFORMED



NATIONAL AVERAGE 20/21
91.7%

88.3%

SATISFACTION WITH
OPPORTUNITIES TO PARTICIPATE



NATIONAL AVERAGE 20/21
86.6%

COMPLAINTS

STAGE 1

Fully responded:

- ⇒ **OHAL, 100%**
- ⇒ **RPG, 100%**



Average days to respond:

- ⇒ **OHAL, 3.4 days**
- ⇒ **RPG, 3.6 days**

STAGE 2

Fully responded:

- ⇒ **OHAL, 75%**
- ⇒ **RPG, 89%**



Average days to respond:

- ⇒ **OHAL, 9.25 days**
- ⇒ **RPG, 15.3 days**

Repairs

The Repairs Service improved their response time for emergency repairs from the previous year, taking a total of **1.84 hrs** to complete the repair which is down from 2.06 hrs and lower than the peer group average of 2.96 hrs.

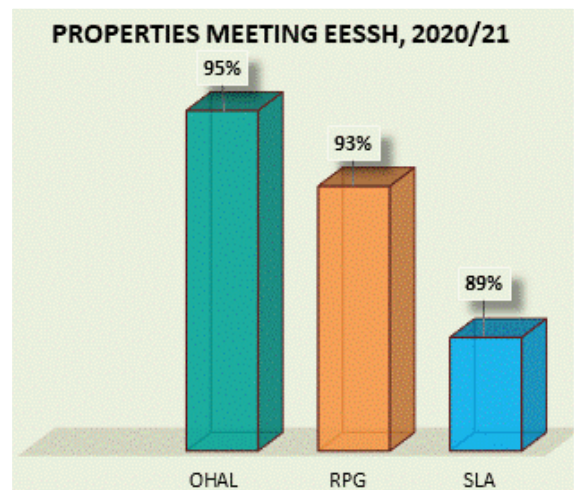
Despite the various lockdown restrictions imposed throughout the year, we encouraged tenants to continue reporting repairs. Once it was safe to do so these repairs were carried out. Subsequently, this impacted our response rate for non-emergency repairs for the year which increased to 14.58 days compared to last year's 9.2 days and a peer group average of 8.43 days.

Like many other landlords during this time, the Right to Repair scheme was suspended. As we move out of the pandemic we will continue to monitor these results and look at ways in which we can try to manage supply chain and labour challenges as they arise.

Overall, we did see an increase in the satisfaction with the repairs service to **98.8%** positive responses which was a fantastic achievement and highlights the good work done by our Repairs Service and contractors.

95% of our properties meet the Energy Efficiency Standard in Social Housing (ESSH). This standard sets targets to be achieved using the Energy Performance Certificate for each property. The pandemic prevented us accessing homes that were planned to have heating upgrade works. These works have now been programmed into the following year but issues around materials and deliveries will have an ongoing impact on our results next year.

Our SHQS (Scottish Housing Quality Standard) performance has dropped this year due to us being unable to access properties to undertake improvement works and testing. We aim to have these works completed by the end of next year.



REPAIRS SERVICE

98.8%

TENANTS SATISFIED WITH REPAIRS SERVICE



NATIONAL AVERAGE
90%
PEER GROUP AVERAGE
95.4%

1.84 hrs

AVERAGE TIME TO COMPLETE EMERGENCY REPAIRS



NATIONAL AVERAGE
4.22 hrs
PEER GROUP AVERAGE
2.96 hrs

14.58 days

AVERAGE TIME TO COMPLETE NON-EMERGENCY REPAIRS



NATIONAL AVERAGE
6.74 days
PEER GROUP AVERAGE
8.93 days