

Orkney Housing Association Landlord Report 2022/23

Homes and rents

At 31 March 2023 this landlord owned **830 homes**.

The total rent due to this landlord for the year was **£3,966,338**.

The landlord increased its weekly rent on average by **7.5%** from the previous year.

Average weekly rents

Size of home	Number of homes owned	This landlord	Scottish average	Difference from Scottish average
1 apartment	8	£64.73	£78.26	-17.3%
2 apartment	280	£87.44	£83.46	4.8%
3 apartment	351	£96.09	£86.28	11.4%
4 apartment	163	£102.75	£93.96	9.4%
5 apartment	28	£111.82	£103.72	7.8%

Tenant satisfaction

Of the tenants who responded to this landlord's most recent satisfaction survey:

Overall service

83.4%86.7% national average

83.4% said they were satisfied with the overall service it provided, compared to the Scottish average of **86.7%**.

Keeping tenants informed

84.5%89.7% national average

84.5% felt that this landlord was good at keeping them informed about its services and outcomes compared to the Scottish average of **89.7%**.

Opportunities to participate

65.2%85.9% national average

65.2% of tenants were satisfied with the opportunities to participate in this landlord's decision making, compared to the Scottish average of **85.9%**.

Quality and maintenance of homes

Scottish Housing Quality Standard

98.0%79.0% national average

98.0% of this landlord's homes met the Scottish Housing Quality Standard compared to the Scottish average of **79.0%**.

Emergency repairs

3.8 hours4.2 hours national average

The average time this landlord took to complete emergency repairs was **3.8 hours**, compared to the Scottish average of **4.2 hours**.

Non-emergency repairs

12.5 days8.7 days national average

The average time this landlord took to complete emergency repairs was **12.5 days**, compared to the Scottish average of **8.7 days**.

Reactive repairs 'right first time'

82.8%87.8% national average

This landlord completed **82.8%** of reactive repairs 'right first time' compared to the Scottish average of **87.8%**.

Repair or maintenance satisfaction

89.8%88.0% national average

89.8% of tenants who had repairs or maintenance carried out were satisfied with the service they received, compared to the Scottish average of **88.0%**.

Neighbourhoods

Percentage of anti-social behaviour cases resolved

98.0%94.2% national average

98.0% of anti-social behaviour cases relating to this landlord were resolved, compared to the national average of **94.2%**.

Value for money

Total rent collected

The amount of money this landlord collected for current and past rent was equal to **99.3%** of the total rent it was due in the year, compared to the Scottish average of **99.0%**.

Rent not collected: empty homes

It did not collect **0.3%** of rent due because homes were empty, compared to the Scottish average of **1.4%**.

Re-let homes

12.7 days 55.6 days national average

It took an average of **12.7 days** to re-let homes, compared to the Scottish average of **55.6 days**.