

Orkney Housing Association Ltd

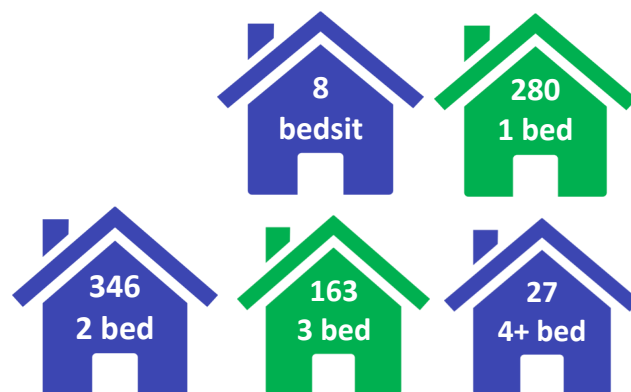
Annual Report on the Charter

2021/22

What is the Charter?

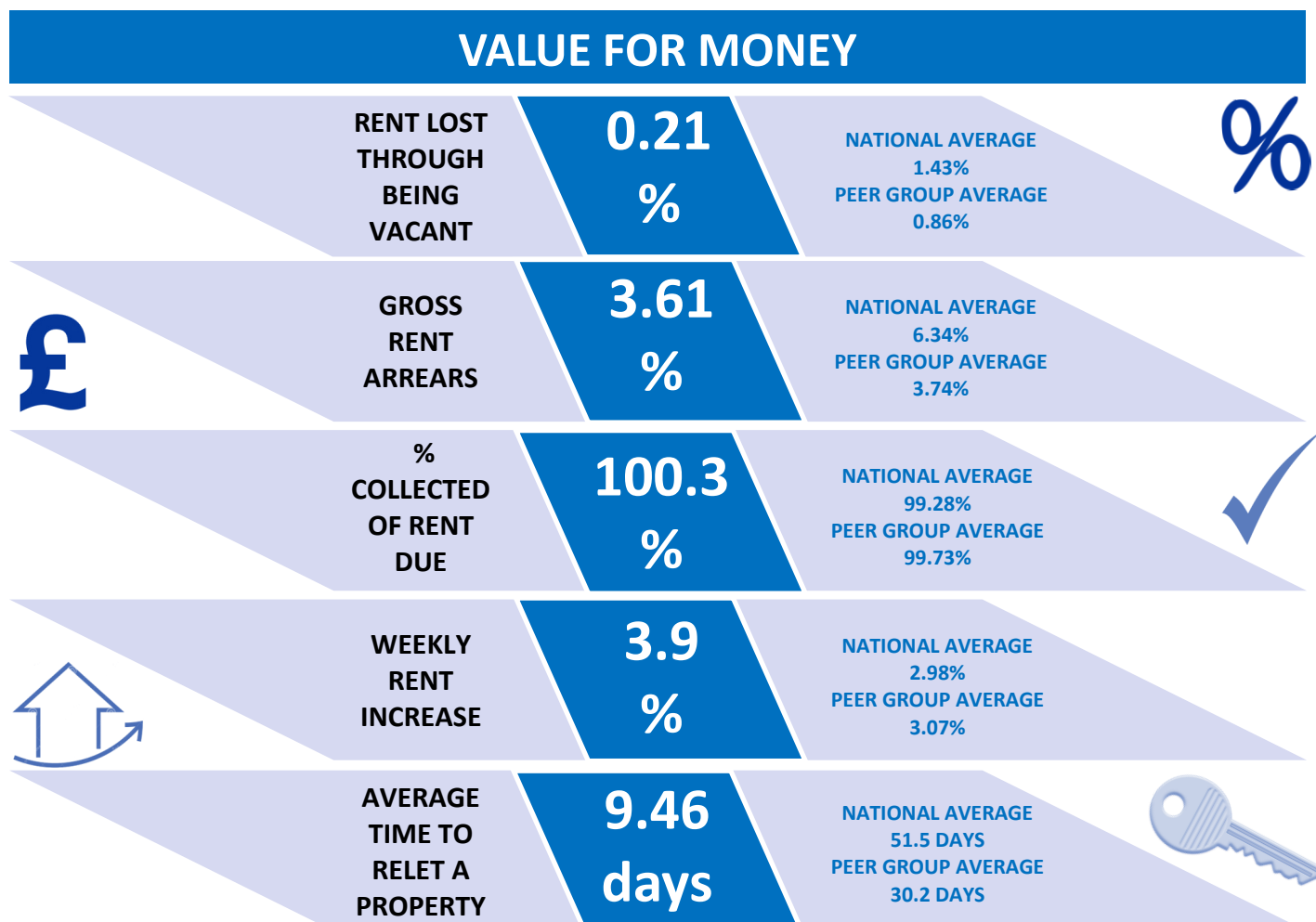
The Scottish Social Housing Charter provides a framework outlining the areas of performance which all housing associations or registered social landlords (RSLs) and local authorities in Scotland should be focusing on to make improvements for their tenants and other customers through the housing services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

Number of Rented 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 2021-22, the Association delivered for tenants in the key areas of rent collection, arrears management and letting properties against a back drop of increased pressure on the cost of living. The Association has continually worked with tenants to help them through these difficult times.



Tenancy Sustainment

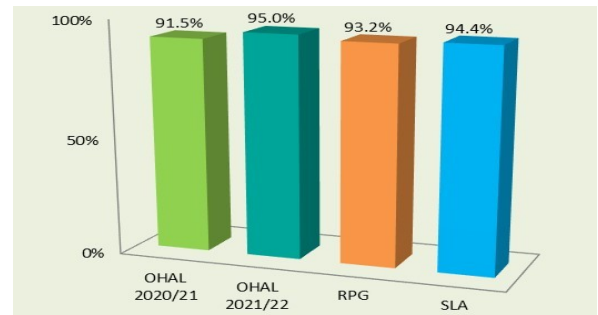
New tenancies that began in the previous 12 months sustained for more than a year increased slightly, whilst stock turnover reduced which was simply due to less people wanting to move during this time. A total of **88.89%** of all new tenancies sustained were for more than a year; this can be broken down by allocation type as shown opposite.

Our Housing and Customer Services Team have been engaging proactively with tenants to prevent and reduce rent arrears. With proactive contact and support we have helped to make sure they are claiming all the benefits they are entitled to. With this supportive approach it meant we were able to work with anyone facing difficulties, helping us to keep rent arrears to **3.61%**, well below our annual target of 4.5%. We also collected **100.32%** of rent due, with **87.3%** of tenants agreeing the rent represents good value for money.

Homeless households	100%
Applicants from housing list	62.5%
Existing tenants	100%
Other applicants	100%

Anti social behaviour

The number of cases reported were 80, with **90%** of cases resolved within the agreed timescales.



Our Customers

CUSTOMER SERVICE

TENANT SATISFACTION WITH OVERALL SERVICE

97.13%

NATIONAL AVERAGE 21/22
88.0%

SATISFACTION WITH KEEPING TENANTS INFORMED

98.73%

NATIONAL AVERAGE 21/22
91%

SATISFACTION WITH OPPORTUNITIES TO PARTICIPATE

88.27%

NATIONAL AVERAGE 21/22
87%

COMPLAINTS

STAGE 1

Fully responded:

- ⇒ **OHAL, 98%**
- ⇒ **RPG, 99%**



Average days to respond:

- ⇒ **OHAL, 4.4 days**
- ⇒ **RPG, 4.7 days**

STAGE 2

Fully responded:

- ⇒ **OHAL, 100%**
- ⇒ **RPG, 96%**



Average days to respond:

- ⇒ **OHAL, 25.7 days**
- ⇒ **RPG, 19 days**

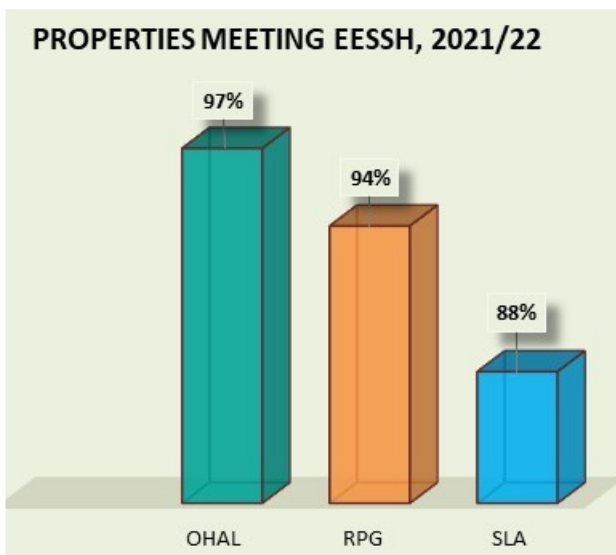
Repairs

The Repairs Service response time for emergency repairs slightly increased from the previous year, taking a total of **2.17 hrs** to complete the repair which is up from 1.84 hrs last year. However, this was lower than the peer group average of 3.41 hrs.

The Repairs Service continued to navigate changing COVID rules but tenants were encouraged to continue to report repairs. As soon as we were able to do so, these repairs were carried out. Our response rate for non-emergency repairs for the year improved marginally from 14.58 days last year to 13 days for this reporting year, compared to peer group average of 9.55 days.

We are pleased to report that the number of repairs that were completed right first time increased from 86.07% in 2020/21 to 90.79% in this reporting year. Getting a repair right first time means less disruption to the tenant and reduced costs and man hours for the Association.

Overall, we did see a marginal increase in the satisfaction with the repairs service to **99.31%** positive responses which was a fantastic achievement and highlights the good work done by our Repairs Service and contractors.



97% of our properties meet the Energy Efficiency Standard in Social Housing (EESSH). This standard sets Energy Performance targets for each property. The pandemic prevented us accessing homes that were planned to have heating upgrade works. These works have now been programmed in and we will continue working to improve the energy performance of our homes.

Our SHQS (Scottish Housing Quality Standard) performance has improved as we were able to access more homes to carry out the work necessary to meet this standard, such as upgrading kitchens and replacing windows.

