

Orkney Housing Association Landlord report 2019/20

Homes and rents

At 31 March 2020 this landlord owned **804 homes**.

The total rent due to this landlord for the year was **£ 3,613,764**.

The landlord increased its weekly rent on average by **2.4%** from the previous year.

Average weekly rents

Size of home	Number of homes owned	Orkney Housing Association	Scottish average
1 apartment	8	£60.22	£73.47
2 apartment	278	£81.39	£78.05
3 apartment	330	£89.67	£80.12
4 apartment	161	£95.96	£87.09
5 apartment	27	£104.34	£96.18

Tenant satisfaction

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

Overall service

97.1%89.2% national average

97.1% said they were satisfied with the overall service it provided, compared to the Scottish average of **89.2%**.

Keeping tenants informed

98.7%92.0% national average

98.7% felt that this landlord was good at keeping them informed about its services and outcomes compared to the Scottish average of **92.0%**.

Opportunities to participate

88.3%87.2% national average

88.3% of tenants were satisfied with the opportunities to participate in this landlord's decision making, compared to the Scottish average of **87.2%**.

Quality and maintenance of homes

Scottish Housing Quality Standard

100.0%94.4% national average

100.0% of this landlord's homes met the Scottish Housing Quality Standard compared to the Scottish average of **94.4%**.

Emergency repairs

2.1 hours3.6 hours national average

The average time this landlord took to complete emergency repairs was **2.1 hours**, compared to the Scottish average of **3.6 hours**.

Non-emergency repairs

9.3 days6.4 days national average

The average time this landlord took to complete emergency repairs was **9.3 days**, compared to the Scottish average of **6.4 days**.

Reactive repairs 'right first time'

93.8%92.4% national average

This landlord completed **93.8%** of reactive repairs 'right first time' compared to the Scottish average of **92.4%**.

Repair or maintenance satisfaction

98.7%91.4% national average

98.7% of tenants who had repairs or maintenance carried out were satisfied with the service they received, compared to the Scottish average of **91.4%**.

Neighbourhoods

Percentage of anti-social behaviour cases resolved

88.3%94.1% national average

88.3% of anti-social behaviour cases relating to this landlord were resolved, compared to the national average of **94.1%**.

Value for money

Total rent collected

The amount of money this landlord collected for current and past rent was equal to **98.6%** of the total rent it was due in the year, compared to the Scottish average of **99.3%**.

Rent not collected: empty homes

It did not collect **0.2%** of rent due because homes were empty, compared to the Scottish average of **0.9%**.

Re-let homes

6.8 days 31.5 days national average

It took an average of **6.8 days** to re-let homes, compared to the Scottish average of **31.5 days**.