

Orkney Housing Association Landlord Report 2023/24

Homes and rents

At 31 March 2024 this landlord owned **846 homes**.

The total rent due to this landlord for the year was **£4,247,159**.

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	£69.57	£82.24	-15.4%
2 apartment	294	£91.48	£87.87	4.1%
3 apartment	353	£100.56	£90.29	11.4%
4 apartment	163	£107.14	£98.30	9.0%
5 apartment	28	£116.36	£108.29	7.5%

Tenant satisfaction

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

Overall service

83.4%86.5% national average

83.4% said they were satisfied with the overall service it provided, compared to the Scottish average of **86.5%**.

Keeping tenants informed

84.5%90.5% 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 **90.5%**.

Opportunities to participate

65.2%87.7% 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 **87.7%**.

Quality and maintenance of homes

Scottish Housing Quality Standard

96.9%84.4% national average

96.9% of this landlord's homes met the Scottish Housing Quality Standard compared to the Scottish average of **84.4%**.

Emergency repairs

2.9 hours4.0 hours national average

The average time this landlord took to complete emergency repairs was **2.9 hours**, compared to the Scottish average of **4.0 hours**.

Non-emergency repairs

14.7 days9.0 days national average

The average time this landlord took to complete non-emergency repairs was **14.7 days**, compared to the Scottish average of **9.0 days**.

Reactive repairs 'right first time'

71.2%88.4% national average

This landlord completed **71.2%** of reactive repairs 'right first time' compared to the Scottish average of **88.4%**.

Repair or maintenance satisfaction

90.1%87.3% national average

90.1% of tenants who had repairs or maintenance carried out were satisfied with the service they received, compared to the Scottish average of **87.3%**.

Neighbourhoods

Percentage of anti-social behaviour cases resolved

93.5%94.3% national average

93.5% of anti-social behaviour cases relating to this landlord were resolved, compared to the national average of **94.3%**.

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 **99.4%**.

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

12.6 days 56.7 days national average

It took an average of **12.6 days** to re-let homes, compared to the Scottish average of **56.7 days**.