

Orkney Housing Association Landlord Report 2025/26

Homes and rents

At 31 March 2026 this landlord owned **859 homes**.

The total rent due to this landlord for the year was **£4,782,613**.

The landlord increased its weekly rent on average by **4.0%** 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	£78.29	£91.63	-14.6%
2 apartment	297	£102.26	£98.61	3.7%
3 apartment	360	£111.87	£101.42	10.3%
4 apartment	164	£119.30	£110.33	8.1%
5 apartment	30	£129.73	£121.71	6.6%

Tenant satisfaction

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

Overall service

89.4%, 87.6% national average

89.4% said they were satisfied with the overall service it provided, compared to the Scottish average of **87.6%**.

Keeping tenants informed

90.7%, 91.4% national average

90.7% felt that this landlord was good at keeping them informed about its services and outcomes compared to the Scottish average of **91.4%**.

Opportunities to participate

72.2%, 88.1% national average

72.2% of tenants were satisfied with the opportunities to participate in this landlord's decision making, compared to the Scottish average of **88.1%**.

Quality and maintenance of homes

Scottish Housing Quality Standard

99.9%, 89.5% national average

99.9% of this landlord's homes met the Scottish Housing Quality Standard compared to the Scottish average of **89.5%**.

Emergency repairs

2.6 hours, 3.5 hours national average

The average time this landlord took to complete emergency repairs was **2.6 hours**, compared to the Scottish average of **3.5 hours**.

Non-emergency repairs

9.8 days, 8.8 days national average

The average time this landlord took to complete non-emergency repairs was **9.8 days**, compared to the Scottish average of **8.8 days**.

Reactive repairs 'right first time'

96.4%, 95.3% national average

This landlord completed **96.4%** of reactive repairs 'right first time' compared to the Scottish average of **95.3%**.

Repair or maintenance satisfaction

90.5%, 88.1% national average

90.5% of tenants who had repairs or maintenance carried out were satisfied with the service they received, compared to the Scottish average of **88.1%**.

Neighbourhoods

Percentage of anti-social behaviour cases resolved

100.0%, 93.1% national average

100.0% of anti-social behaviour cases relating to this landlord were resolved, compared to the national average of **93.1%**.

Value for money

Total rent collected

The amount of money this landlord collected for current and past rent was equal to **100.0%** of the total rent it was due in the year, compared to the Scottish average of **99.7%**.

Rent not collected: empty homes

It did not collect **0.2%** of rent due because homes were empty, compared to the Scottish average of **1.1%**.

Re-let homes

8.4 days, 51.7 days national average

It took an average of **8.4 days** to re-let homes, compared to the Scottish average of **51.7 days**.