



# Newsletter

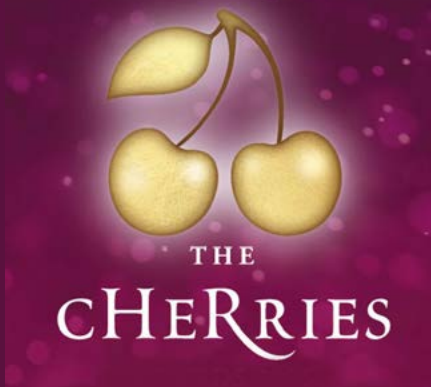


## Celebrating Osprey Housing's nomination...



### Making a difference every day





## Osprey shortlisted at cHeRries Awards



Osprey Housing have undertaken a long-term culture transformation following the integration of our two legacy organisations. The transformation aimed to build a unified, values-led culture centred on trust, accountability, inclusion, and transparent communication. Key initiatives included rebranding to create a shared identity, introducing a clear vision and organisational values, embedding behavioural expectations, and rolling out organisation-wide development programmes such as Insights Discovery.

The programme is now well rooted into our culture and the transformation has delivered a more stable, collaborative, and high-performing organisation, benefiting both employees and business outcomes through enhanced wellbeing, leadership capability, and service delivery.

We were delighted to be shortlisted for this work at the recent cHeRries Award ceremony held at the P&J Live. Unfortunately we did not win but we celebrated our success with a cake for the whole staff team at a recent away day.



## CEO's Introduction



As we welcome the longer days and brighter weather (at last), I'm pleased to share this summer update with all our tenants across Osprey Housing.

A key focus for us recently has been listening to your voice through our tenant satisfaction survey carried out during June 2026. I'd like to thank everyone who took the time to share their feedback. Your responses provide vital insight into what we're doing well, as well as where we need to improve.

We were pleased to see positive feedback in areas such as the quality of our homes and the professionalism and helpfulness of our staff, highlighting the dedication of our teams across the organisation. At the same time, you told us clearly where we need to do better—particularly around communication and keeping you updated on repairs and investment programmes. Your feedback is directly shaping our priorities, and we are committed to delivering meaningful improvements you can see.



Over the past year, our team have continued to deliver essential support to our tenants with great outcomes. Direct support provided to 301 tenants by the Tenancy Sustainment team has helped with aspects such as accessing floor coverings, food, benefit appeals and applications. We have also made significant steps forward in our 'Digital by Choice' project particularly through our refreshed tenant portal giving tenants online access to their tenancy 24/7. More information on this in the newsletter!

Finally, I'd like to thank OTRA and all our tenants for being part of the Osprey community. Your feedback and engagement are helping us build a better service for everyone.

*Stacy Angus*, Chief Executive





# Biodiversity in outdoor spaces

If you have an outdoor space, here are some easy ideas to support your local wildlife, and remember supporting our smallest wildlife, like insects, is vital to support our larger species too!

We encourage you to try some of these ideas in your outdoor space, but please bear in mind that if you have use of a garden attached to your home, you must take care to keep it from becoming over-grown, untidy or causing a nuisance.

## Water

One of the easiest things you can do is provide fresh clean water, really important when we get spells of hot dry weather.

- Whether an ornate bird bath, or a simple shallow dish on the ground, the birds and animals will appreciate this. Keep it clean and topped up.
- If you put out a shallow dish filled with pebbles, then topped up with water, this allows bees, butterflies and other insects to drink safely without drowning.

## Food

Considering what you plant in your garden can have a big impact on the

wildlife around you, think about plants that provide blossom in the spring, nectar for insects over summer, and fruit for the birds in the autumn. We've provided some suggestions below but recommend checking out the links at the end of the article for even more advice.

- Butterflies need different types of plants for the caterpillars to feed from, and then to provide nectar for the adult butterflies. Nasturtiums, nettles and honesty can support caterpillars, whereas lavender, marjoram, and honeysuckle are all good sources of nectar.
- Leaving seedheads over winter can provide food for birds, consider plants like teasels and sunflowers.
- Fruiting trees and shrubs like hawthorn, holly, crab apple and rowan provide fruit for birds into the autumn and winter months.

## Habitat

Providing places for wildlife to shelter and rest is important.

- Shrubs can provide cover for birds, and depending on the plant you choose, they may also provide fruit or nectar. Flowering currant, barberry and elder are all good options.

- If you're lucky enough to have house martins or swallows building their small mud nests on the outside of your home – leave them alone! It is illegal to disturb a bird's nest whilst it is being built or in use. These small birds don't do any damage to your home, and they eat an amazing amount of midges!
- Have you considered a mini-pond? You can use a pot or container, with some bricks or rocks to make sure wildlife can get out. Allow it to fill with rainwater and plant it up with pond plants. You'll soon attract insects like damselflies, and maybe some frogs and toads.
- Don't use insecticides and pesticides (including slug pellets) - they kill butterflies and many pollinating insects as well as ladybirds, ground beetles and spiders.

For more advice:

**Wildlife Trust:**  
[www.wildlifetrusts.org/actions](http://www.wildlifetrusts.org/actions)

**Butterfly Conservation:**  
[www.butterfly-conservation.org/how-you-can-help/get-involved/gardening/gardening-for-butterflies](http://www.butterfly-conservation.org/how-you-can-help/get-involved/gardening/gardening-for-butterflies)

**RHS:** [www.rhs.org.uk/wildlife](http://www.rhs.org.uk/wildlife)



## Discover the benefits of My Home

Have you tried **My Home**, Osprey Housing's new and easy to use tenant portal? It's the simplest and most convenient way to manage your tenancy online and can be accessed on your smart phone, tablet or computer.

With **My Home**, you can:

- Pay your rent securely
- Report and monitor repairs
- Keep your tenancy information up to date
- Update household and contact details
- Access documents linked to your account
- Request a call back from your Asset Officer or Housing Officer

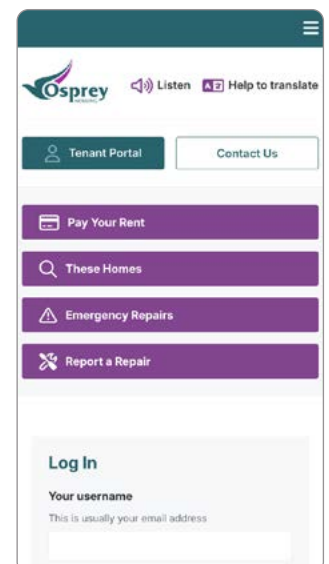
Registering for the first time is quick and straightforward. You'll just need your name, date of birth, postcode, email address, and tenancy number.

Your tenancy number is usually listed on the letters that we send out to you, if you don't have a record of it then please call and we would be happy to share this with you – **01224 548000**.

Once registered, logging in is simple — just enter your name and password. If needed, you can also nominate a family member or friend to register on your behalf and help you manage your tenancy.

If you would like support with registering, our office team is always happy to help and can guide you through the process.

**Why not give it a try today?**



# A day in the life

## Scott - Asset Officer

My role as an Asset Officer is very varied, with a lot of competing priorities. Like a Housing Officer, no two days are the same. It's important for me to plan my day as much as possible, while still leaving time for the unexpected—anything from flooding and contractor issues to supporting colleagues with complex repairs. This balance between planning and flexibility can be challenging, but it's also what makes the role so interesting.

I cover the North East housing areas (Peterhead and Fraserburgh). Because of this, I often divide my week into office days and one or two appointment days. I aim to be in my patch at least once a week and vary the days I'm there to give tenants flexibility when booking appointments.

Here's what a typical morning in the office and an afternoon out on visits might look like.



### Morning (Office days)

**8.15am** – As a father, I like to see my kids off to school (or at the very least have breakfast with them), so I aim to leave home as they head out. I often cycle to the office, which gives me a great chance to clear my head and think through any repair issues. Once I arrive, I'm ready to sit down with a coffee and review my to-do list for the day.

**10.00am** – This is typically when team meetings are scheduled. We regularly meet as the Asset team to discuss issues, complex repairs, and operational matters. (I may be biased, but it's the best team at Osprey!)

If I don't have meetings, I'll already be busy with my workload—raising works orders, contacting contractors, or reviewing inspection notes. These can range from simple routine repairs to more complex cases, including damp and mould. With so many tasks to manage, staying organised is essential.

**12noon** – From my time “on the tools,” lunch was always at 12 on the dot, and that habit has stuck. If meetings run over, it can be hard to ignore the rumbling stomach! During lunch, I try to step away from work and take some time to read. I'm a huge sci-fi nerd, so I read A LOT of sci-fi books.

### Afternoon (Visit days)

**1pm** – After lunch (which when I'm up north will often be beside the sea) I will head to my next set of appointments. I try to keep these to 1 appointment per hour. Sometimes they only last about 10-20 mins but they can take longer. It can be extremely useful to see a repair, especially if it is complex, before works orders are raised to ensure that we have the full scope of the issue. This allows us to direct the contractors much more efficiently.

**3.30–4.00pm** – This is usually the cut-off point for appointments. If there are any empty properties (known as voids) in the area, I'll try to visit around

this time to catch contractors before they finish for the day. This helps keep work progressing and allows me to answer any questions. If tenants need later appointments, I'll always try to accommodate where possible.

**4.00–5.00pm** – By this time, I'm usually on the road heading home, aiming to be back by around 5:30pm. I may stop at a contractor's office if needed or check Jamie's or Megan's (Housing Officers) end-of-day messages and update my to-do list for the next day. If I get home a little early, I use that time to plan ahead so I can hit the ground running the next morning.

As mentioned in the last issue, our roles require a lot of commitment. While we're not perfect, we always strive to provide an approachable and reliable service for our tenants in their homes. Sometimes things don't quite go to plan but we will always do our best and ask you to be as patient as you possibly can be in such circumstances.

# Helping tenants thrive: Tenancy Support & Sustainment – 2025/26 impact



Back left to right:- Dan Thompson, Director of Housing Services & Lisa Munro, Tenancy Support Officer  
Front left to right:- Rhiannon Garbutt, Tenancy Support Officer & Dawn Chalmers, Tenancy Sustainment Coordinator

Our Tenancy Support Team is providing practical, person-centred help that keeps households secure, reduces financial hardship and improves wellbeing. Here's what our service has delivered so far in 2025/26.



## Real support, real results

Behind every statistic is a household trying to stay afloat. Our Tenancy Support Officers work alongside tenants to prevent crises, sustain tenancies and connect people to the right help - quickly, compassionately and confidentially.

- Support delivered at scale: 301 cases supported since 1 April 2025, with 78 households receiving ongoing support at year end.
- Direct financial outcomes: 104 tenants supported to secure a combined £79,265 through hardship support, external grants, benefit applications and appeals.
- External funding success: £24,863 awarded from multiple sources to help with rent arrears, essentials and energy costs.
- Targeted in-house help available in 2025/26: £8,000 floorcoverings fund, £10,000 hardship fund and £1,200 digital support.

## Improving wellbeing and building stronger communities

Feedback shows the difference this support makes. From 44 satisfaction questionnaires returned for closed cases, every response was positive and 39 tenants reported improved wellbeing. Using standard social value measures, that equates to a total social value of £1,105,636 created in one year—an average of £28,350 per household for those who received support and completed a survey.

## Responding when it matters most

When people are facing immediate hardship, we help them access essentials and reduce pressure at home. Since 1 April 2025 we've responded to 188 recorded requests linked to food poverty (135 in Aberdeenshire/Aberdeen City and 53 in Moray) and supported 29 requests for help with clothing for both children and adults.

We're also strengthening support pathways. Our Tenancy Sustainment Coordinator has qualified as an Independent Domestic Abuse Advocate, making specialist help available for tenants and enabling referrals from Police Scotland and Local Authorities. We're working with SFHA and partner landlords to roll out the "Ask for Ruth" scheme nationally, helping people discreetly seek support.

We're committed to protecting children's rights. In line with the UNCRC (Incorporation) (Scotland) Act 2024, we've introduced new procedures and documentation to ensure children's views are considered where eviction action is being explored, strengthening safeguarding and improving the quality of information provided to the courts when required.

If you're a tenant who needs support, or a partner agency looking to refer, please get in touch with the Tenancy Support or our Customer Services Team to find out how we can help: **01220 548000**.

# Looking Ahead: Our Scottish Housing Regulator Engagement Plan 2026–27



At Osprey Housing, we are committed to providing high-quality homes and services you can rely on. One of the ways we make sure we are meeting these standards—and continually improving—is through effective regulation and an annual assessment by the Scottish Housing Regulator (SHR). This annual assessment also ensures we remain accountable and transparent in everything we do through a series of reporting mechanisms.

## What is the SHR Engagement Plan?

Our Engagement Plan sets out how we will meet the expectations of the Scottish Housing Regulator. It focuses on making sure we:

- Provide safe, warm, and well-maintained homes
- Deliver good-quality, reliable services
- Listen to tenants and act on feedback
- Manage our finances responsibly
- Continuously improve how we work

As we look ahead to 2026–27, we want to share what this means for you and a copy can be found on the Scottish Housing Regulator’s website:  
[www.housingregulator.gov.scot](http://www.housingregulator.gov.scot)

## Working together

We know that the best results come from working in partnership with our tenants directly shaping our plans and priorities. If you would like to learn more about Regulation or our Engagement Plan or get involved in shaping our services, please get in touch—we’d love to hear from you.

## Do You Have Home Contents Insurance?



As your landlord, we arrange the buildings insurance for your home. However, under the terms of your tenancy, it is your responsibility to insure your own belongings. While home contents insurance isn’t compulsory, it’s worth thinking about what it could protect you against. A suitable policy can help cover your possessions against risks such as fire, theft, water damage and other common household incidents. It’s sensible to shop around for a contents policy that provides the right level of cover for you.

### Thistle Tenant Risks Contents Insurance

Thistle Tenant Risks offer a Home Contents Insurance Policy, designed specifically for residents in social housing and is open to all our residents to apply.

**This policy can cover: Furniture, carpets, curtains, clothes, bedding, electrical items, pictures and ornaments.**

Terms, conditions, limits and exclusions apply. For more information about the Thistle Tenant Risks policy, please refer to the Insurance Product Information Document (IPID) and Policy Wording by contacting Thistle Tenant Risks on the telephone number below or visiting the website.

### For more details or to get started:

**Call Thistle Tenants Risks on 0345 450 7286**

**Visit [www.thistletenants-scotland.co.uk](http://www.thistletenants-scotland.co.uk)** to learn more ask questions via our Live Chat or request a call back.

You can of course use any other insurance provider if you wish to, quotes can be obtained through comparison website or by contacting providers directly.



# Investing in better homes: new kitchens making a difference



We are pleased to share the successful delivery of an initial programme of capital works, helping to improve homes and make a real difference for tenants and families across our communities.

One of the key highlights has been the installation of new kitchens in tenants' homes. Since January, we have delivered 29 kitchens in Balmedie and a further 55 kitchens in Elgin. These works are part of our ongoing commitment to investing in safe, comfortable and modern homes that meet the needs of the people who live in them.

New kitchens can have a big impact on everyday life. As well as improving the look and feel of a home, they provide more practical layouts, better storage and updated fittings that support tenants to enjoy their homes for years to come.

Delivering this type of investment takes careful planning, strong teamwork and close communication with tenants. We would like to thank everyone who has worked on the programme, including our staff, contractors and tenants, for their patience, cooperation and support throughout the works.

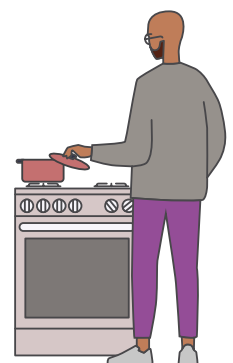
We know that having work carried out at home can sometimes be disruptive, and we are grateful to tenants for working with us while improvements are completed. Your feedback and understanding help us continue to improve the way we plan and deliver future investment programmes.



Our capital works programme is only getting started and we will continue to focus on making sure homes are well maintained, energy efficient and fit for the future. The kitchen programme will continue over the coming months and years aiming to deliver almost 700 kitchens by 2031.

Our window and door replacement programme is also underway aiming to deliver over 500 full-house window and door replacements in the same period. The bathroom programme will be commencing later this year.

By investing in homes today, we are helping to build stronger, healthier and more sustainable communities for tomorrow.



# Contractor Name Change

CARDO



As you may be aware, one of our key partners and main contractors, Heatcare Oil and Gas Ltd has gone through a process of rebranding. They joined Cardo Group in January 2025 and this was the next step of the integration process - **Heatcare changed to Cardo (Scotland) Ltd** on 1 June 2026.

As part of this transition, there has been updates to their email address, employee uniforms, ID badges, vehicles, and documentation to reflect the Cardo Group branding however there is no change to the staffing or existing setup, and service delivery should be business as usual.

We are conscious that in particular reference to the heating servicing contract, this will be a change for you as you have become accustomed to Heatcare carrying out this task.

Please be assured this is a legitimate change and you should be comfortable when a Cardo Group operative arrives at your home to carry out work.



# Birthday Celebration



One of Osprey's tenants, **Marjory Kemp** of Provost Florence Drive, Oldmeldrum, recently celebrated her **100th birthday**.

Marjory had been an Osprey tenant for 23 years when she received her card from the King. Sadly, she passed away shortly after reaching this remarkable milestone, but her family kindly agreed for us to include this tribute to her in our newsletter.

# Congratulations Mike on your MBE

All of us at Osprey Housing send congratulations to current board member and former Chair, Mike Scott who was awarded an MBE in the King's New Year's Honours list. Mike went down to Holyrood on 30 June to collect his award and very dapper he looked too!



Mike celebrating with his family