



TO THE OSPREY GROUP CHARTER REPORT FOR 2019



Osprey Tenants & Residents Association

**This report is
produced in
partnership with our
tenants - for
tenants.**

**To help you
understand our
performance and
how we compare
against others**

OTRA STATEMENT

“We continue to work closely with the Osprey Group and we are seeing how our engagement is continuing to have a positive effect on service provision. As tenants we continue to be engaged with Osprey at all levels including Governing Body members, scheme champions, working group members...all working towards good outcomes for tenants”



ABOUT OSPREY

Osprey
Housing
(OH)

- 1027 general needs properties
- 14 specially adapted supported units
- Office in Westhill, Aberdeenshire

Osprey
Housing
Moray
(OHM)

- 512 general needs properties
- Office in Lossiemouth, Moray



MEASURING...

QUALITY OF HOUSING

Reactive Repairs

**Scottish Housing
Quality Standard**

**Tenant
Satisfaction**



WHAT THE STATS SAY.....QUALITY OF HOUSING

	SCOTTISH AVERAGE	Benchmark - Rural RSL		OH	OHM
Average length of time taken to complete emergency repairs	3.7 hrs	3.6 hrs		2.3 hrs	2.1 hrs
Average length of time taken to complete non-emergency repairs	6.6 days	6.2 days		8.6 days	7.4 days
Right First time	92.3%	90.8%		95.1%	92.8%
% of tenants who have had repairs or maintenance in the last 12 months satisfied	92.1%	92.4%		90.7%	95.2%
% of stock meeting the SQHS	94.2%	93.7%		99.9%	100.0%

OTRA SAYS...QUALITY OF HOUSING

“ We are assured that Osprey deliver a **quality consistent service** for the day to day repairs service. The organisations shows a **clear commitment** to investing and improving the existing stock providing tenants with **homes** fit for the future “



MEASURING...

TENANCY SUSTAINMENT

**Anti Social
Behaviour**

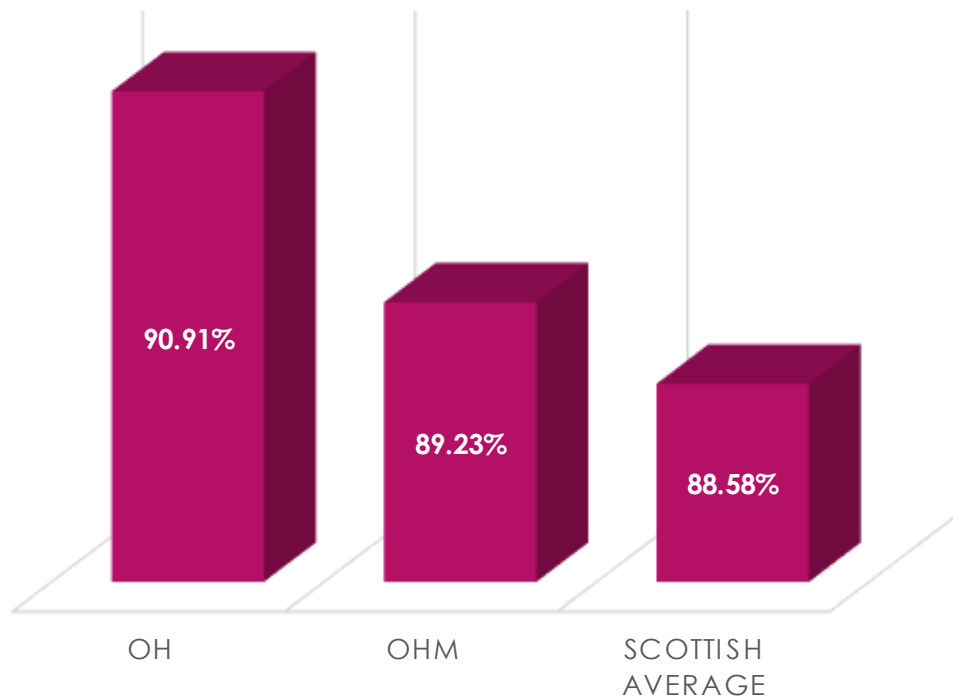
**Sustainment of new
lets**

**Legal action and
tenancy recoveries**



WHAT THE STATS SAY.....TENANCY SUSTAINMENT

% NEW TENANCIES SUSTAINED MORE THAN ONE YEAR



	OH	OHM
Notice of Proceedings served	41	20
Court actions initiated	26	10
Court actions ending in eviction	2	2
Abandonments	1	0
Osprey Group are committed to supporting tenants lead successful tenancies and prevent evictions through support and intervention		

OTRA SAYS... TENANCY SUSTAINMENT



“The current financial climate is **difficult for tenants and communities**, impacting on their ability to sustain their tenancy successfully. The Osprey staff **work hard to support** tenants offering advice and signposting to **help** tenants stay in their homes even when faced with challenges”



MEASURING...

ACCESS TO HOUSING

**New build
and relets**

**Mutual
exchanges**

**Aids and
adaptations**



WHAT THE STATS SAY....ACCESS TO HOUSING

OH

9.6%

vacant houses

10.4% tenancy
offers refused

OHM

8.4%

vacant houses

17.7% tenancy
offers refused

RURAL RSL
AVERAGE

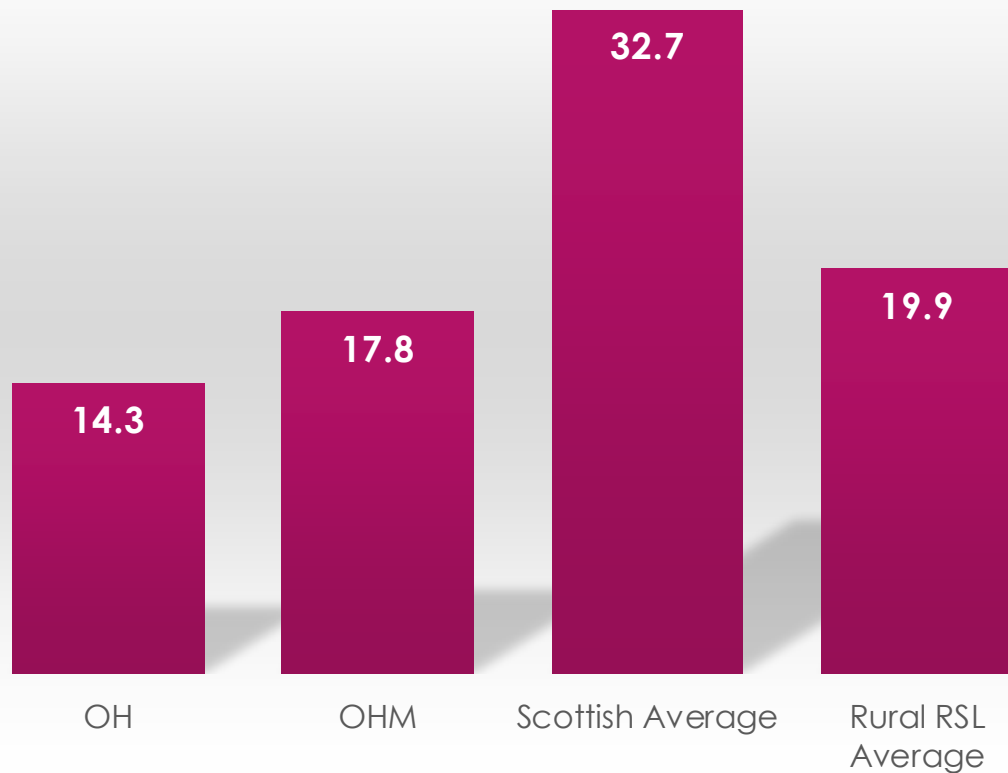
9.8%

vacant houses

29.5% tenancy
offers refused

WHAT THE STATS SAY....ACCESS TO HOUSING

Average relet days



	OH	OHM
Number of properties relet	95	39
Number of new properties let	17	6
Number of Mutual exchanges	21	11

Osprey Group consistently perform well on reletting their properties much quicker than the Scottish average. This maximises our income for the Group and ensures properties are let to households that need them as quickly as possible.

OTRA SAYS...ACCESS TO HOUSING



“The group has continued to deliver **strong** relet performance **maximising income** and the strength of the organisation. We are also pleased to note the low level of refusals evidencing that Osprey stock is **desirable** and meeting the needs of our **communities**”



MEASURING... VALUE FOR MONEY

Rent collection

**Arrears
management**

Rent increases



WHAT THE STATS SAY....VALUE FOR MONEY

	OH	OHM	Scottish Average	RSL Rural Benchmark
% Rent collected	99.2%	98.9%	99.0%	99.4%
Current rent arrears	2.45%	3.24%	3.76%	2.77%
Former rent arrears	1.15%	0.92%	2.16%	1.52%
Rent increase applied	2.1%	2.1%	3.01%	3.28%

Osprey are committed to maximising income while minimising rent increases.

OTRA SAYS...VALUE FOR MONEY



“ Despite the difficult financial climate, the income management performance of the Group remains good. We continue to have an **open and positive engagement relationship** with the Group and this is further demonstrated by the approach taken to tenant **consultation**.

The Business Plan is at the **heart** of the information shared with tenants, providing **transparency** and

assurance”





“making a difference every day”



**“to provide high quality
affordable housing and services
to people in the communities we
serve”**

STRATEGIC AIMS 2019-22

**Making our
customers
the focus of
everything
we do**

**More and
better
homes**

**Be a
stronger
organisation**

**Be a great
place to
work**



FROM OUR
CHIEF
EXECUTIVE...

LOOKING
FORWARD

“I want to assure our tenants the Osprey Group constantly reviews its activities, internal operations and approach to service delivery “



We aim to continuously get better at what we do by:

Improving our service to customers

Engaging with tenants and customer base in the best possible way

Improving our performance

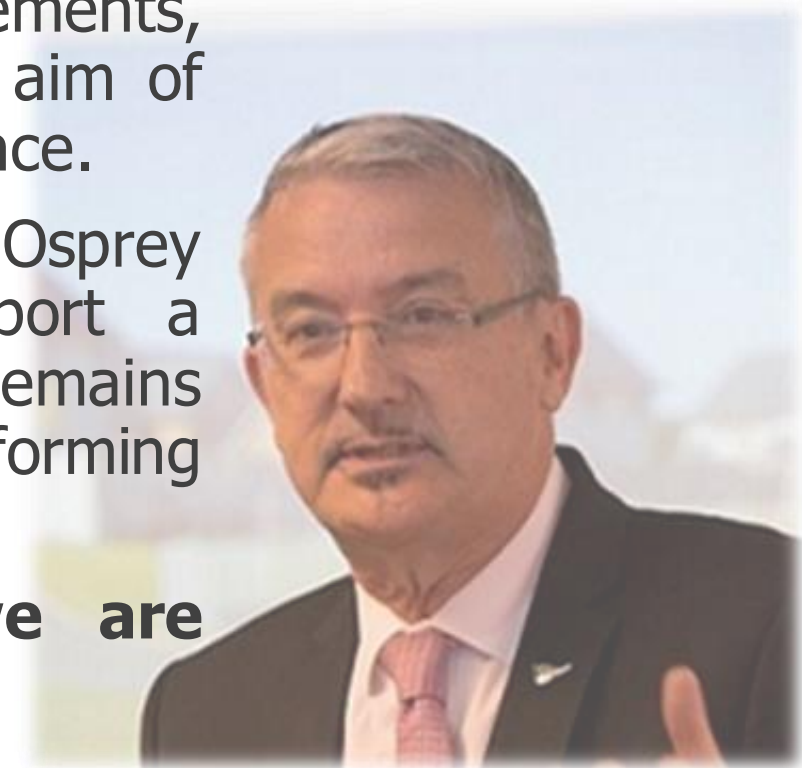
Improving tenant and staff satisfaction

FROM OUR CHIEF EXECUTIVE...LOOKING FORWARD

“ Examples of this include our investment in developing digital services; enhancing accessibility through modern communication methods; investment in our stock with fully funded improvements, maintenance and energy efficiency programmes and, our aim of becoming accredited for delivering customer service excellence.

In addition, the Group continues to engage with the Osprey Tenants and Residents Association (OTRA) and support a programme of Tenant Scrutiny activities. Osprey remains determined to deliver high quality housing and high performing services to tenants.

We strive to achieve value for money and we are committed to “making a difference every day”



THANK
YOU!

