



2022 Tenants report

A report on our performance on the Scottish Social Housing Charter

Making a difference every day





Osprey Tenants & Residents Association

This report is created with Osprey tenants to share our performance over the previous reporting year. Enabling you to understand how our performance compares to the Scottish average and that of our local peers.

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OTRA says...

“Following the transfer of engagements in April 2021 this is the first ARC report in which we have been able to report solely on the performance of Osprey Housing.

The transfer of engagements was initially promoted through a scrutiny project with OTRA and has enabled the organisation to pool its resources to better serve our tenants.

We continue to meet on a monthly basis and are actively looking for new members to join OTRA. Please contact Osprey if you wish to get involved in shaping the services that we receive”.



Aberdeenshire;

1057 General needs properties

14 Specially adapted supported units

Moray;

531 General needs properties

4 Supported units

Aberdeen City;

80 General needs properties

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Tenant satisfaction

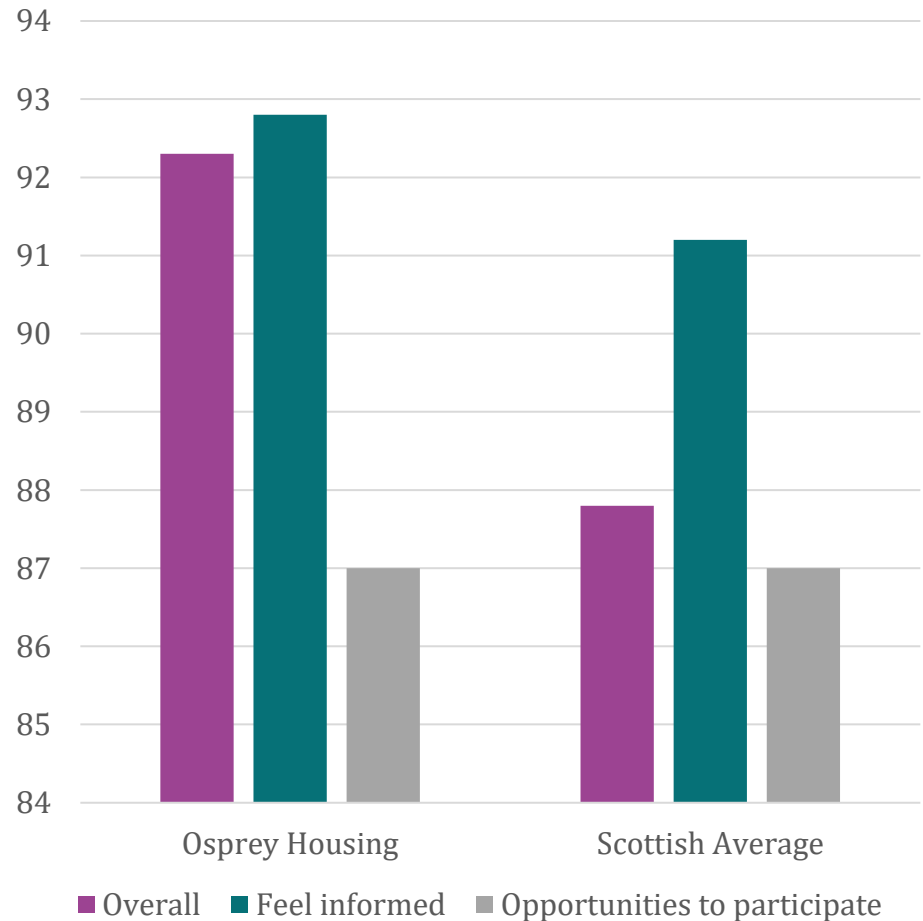


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Tenant satisfaction is a key indicator of how we are meeting the needs of our customers. Ospreys outcomes against each of these indicators either exceeds or meets the national average

- **IND 1 – Satisfaction with overall service provided by their landlord**
- **IND 2 – Tenants feel that their landlord is good at keeping them informed about services and decisions**
- **IND 3 – Opportunities given to them to participate in their landlords decision making process**



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Quality of Housing



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Osprey Housing has consistently performed well against repair indicators. This correlates against local performance and the Scottish average with outcomes being very similar.

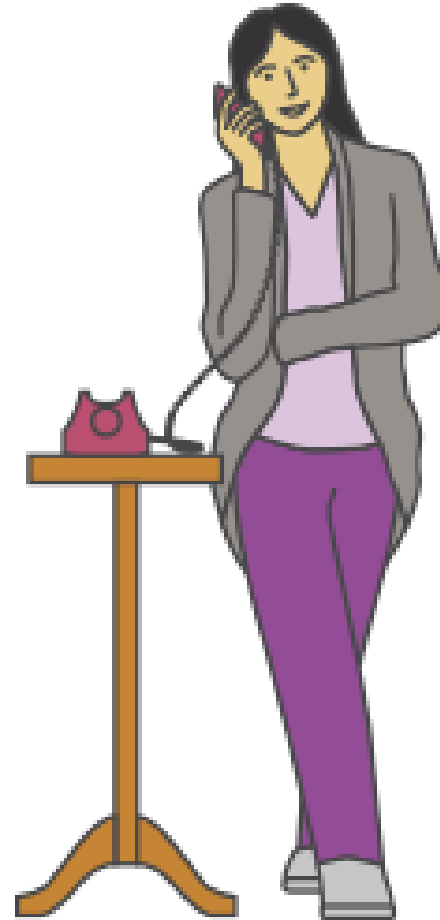
Last year Osprey invested over £1.4 Million in the renewal of kitchens, windows, doors and other components to better the quality of our existing stock.

Organisation	Emergency repairs	Non emergency repairs	Right first time	Satisfaction with repairs	SHQS year end
Osprey Housing	2.5 hours	7.6 days	94.1%	92.5%	98.4%
Scottish average	4.2 hours	8.9 days	88.3%	88.0%	74.6%
Angus HA	1.9 hours	4.0 days	93.1%	94.1%	65.6%
Castlehill HA	3.3 hours	6.2 days	90.1%	94.9%	70.6%
Grampian HA	3.4 hours	7.5 days	98.7%	82.5%	83.2%
Langstane HA	2.7 hours	13.0 days	68.8%	82.7%	85.0%
Berwickshire HA	3.1 hours	10.0 days	93.0%	76.2%	76.4%

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Value for money



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	Osprey Housing	Scottish Average
% Rent collected	98.9%	99.3%
Gross rent arrears	3.47%	6.34%
Rent increase applied	0%	2.98%

At Osprey we have worked hard to provide the right level of support to tenants whilst ensuring that we tackle problem arrears cases to enable investment in our current stock and newbuild programme.

Avoiding bad debt is essential to meet our future ambitions and being proactive in our approach to rent management has helped us to deliver rent freezes over the previous two years.

We continue to invest in our staff team with a particular focus on tenancy support. We have many examples of how this additional help has been of benefit to our tenants.

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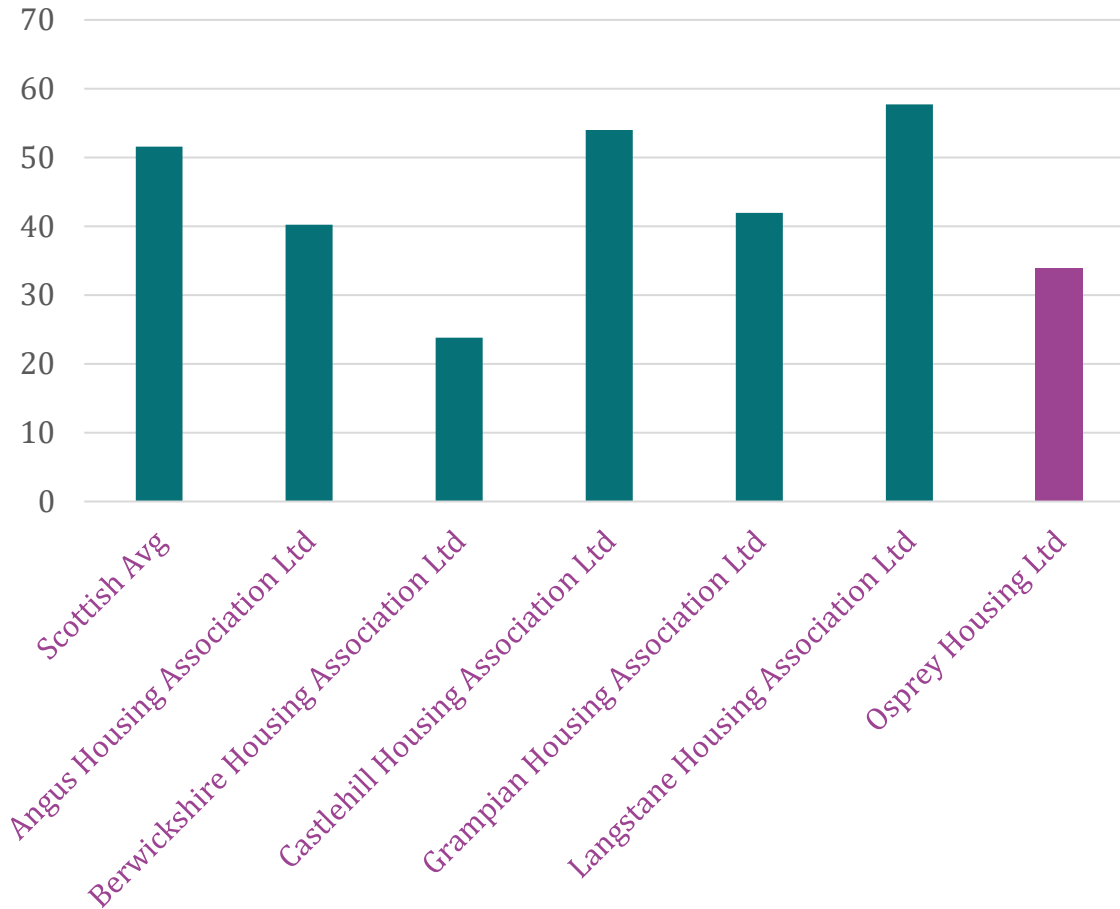
Access to Housing



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Average relet days



The average time to relet properties is significantly below the Scottish average. Osprey has also performed well against local benchmarks.

Having quick turn around times enables us to house those who require alternative housing quickly and efficiently, benefiting our customers and maximising our income.

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From our CEO



I am pleased to be sharing with you the performance outcomes for Osprey for the 2021-22 year. Despite a difficult operating environment the team have continued to put tenants first and achieve strong performance.

We made several promises to tenants during the transfer of engagements between OH and OHM, and these are now all gaining real momentum down the line. The most significant impact was the ability to freeze rents for a second consecutive year in April 2022, passing the financial benefits of a single organisation directly to tenants. At a time when the cost of living continues to rise, putting household finances under real pressure we will continue to focus on affordability and supporting our tenants as best we can going forward.

Managing our void performance and arrears directly impact on our income and how we can efficiently and effectively manage the organisation whilst continuing to invest in our properties through our repairs service, capital improvements and energy efficiency investments. Therefore, our Performance being consistently strong across the range of performance indicators is particularly vital.

We have undertaken a review of the Strategic Plan encompassing the impacts and changes to how we operate following the pandemic and the outcomes from the tenant consultation exercise in January 2022 where tenants ranked priorities aligned with these changes. It is reassuring that the tenant feedback aligns with our strategic direction, ensuring it meets tenants needs and priorities now and in the future.

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Help us to shape the services that we deliver!

There are a number of ways to get involved with Osprey. If you would like to be involved in future decisions around how we deliver our services to you be it in person or online then please get in touch, we would love to hear from you!

Follow us on Facebook;

[Osprey Tenants & Residents Association \(OTRA\) | Facebook](#)

Or use the contact information on the back page of this document to get in touch.

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