



2020 TENANTS REPORT

REPORT ON OUR PERFORMANCE ON THE SCOTTISH SOCIAL HOUSING CHARTER





Osprey Tenants & Residents Association

This report is produced in partnership with tenants – for tenants

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



OTRA SAYS...

“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 TO TENANTS.

BEING TENANTS OURSELVES WE CONTINUE TO BE ENGAGED WITH OSPREY ON ALL ASPECTS OF THE BUSINESS AND SERVICES PROVIDED ...

ALL WORKING TOWARDS GOOD OUTCOMES FOR TENANTS”



ABOUT US

Osprey Housing (OH)

- 1045 general needs properties
- 14 specially adapted supported units
- Office in Westhill, Aberdeenshire

Osprey Housing Moray (OHM)

- 565 general needs properties
- Office in Lossiemouth, Moray

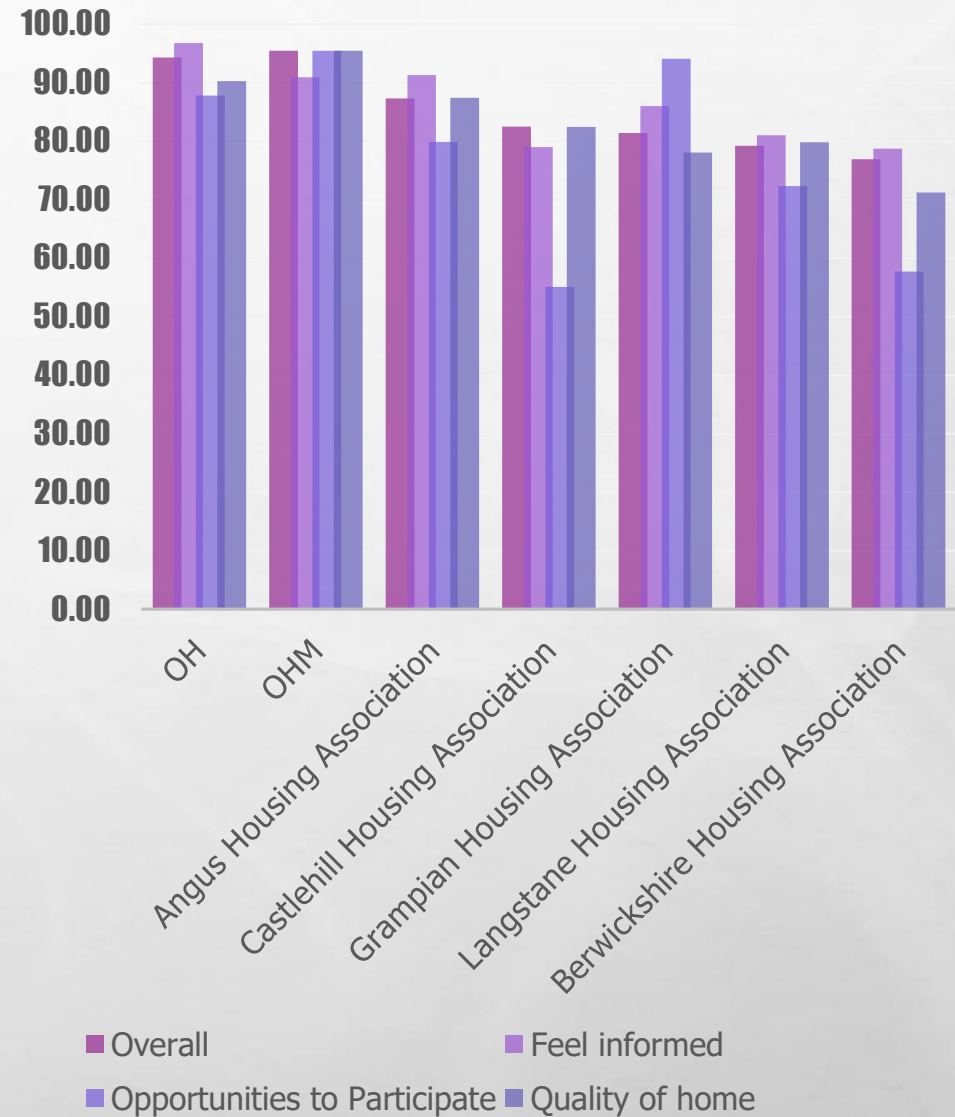




TENANT SATISFACTION

Tenant satisfaction is a key measure of our performance, and benchmarking this against our peer organisations locally and with those of a similar size/geography demonstrates that we are performing well against these indicators.

- **IND 1** – SATISFACTION WITH OVERALL SERVICE PROVIDED BY THEIR LANDLORD
- **IND 2** – TENANTS FEEL THEIR LANDLORD IS GOOD AT KEEPING THEM INFORMED ABOUT SERVICES AND DECISION
- **IND 5** – OPPORTUNITIES GIVEN TO THEM TO PARTICIPATE IN THEIR LANDLORDS DECISION MAKING PROCESS
- **IND 7** – SATISFIED WITH THE QUALITY OF THEIR HOME





QUALITY OF HOUSING



Both OH and OHM have consistently performed against repairs indicators for several years. This correlates against local performance and the Scottish average with outcomes being very similar.

| Repairs | Emergency repairs | Non emergency repairs | | Right First Time | Satisfaction with repairs | SHQS year end |
|-------------------------|-------------------|-----------------------|--|------------------|---------------------------|-----------------|
| OH | 2.17 hours | 7.74 days | | 94.71 % | 91.25 % | 99.71 % |
| OHM | 2.07 hours | 5.89 days | | 94.45 % | 91.85 % | 100.00 % |
| SCOTTISH AVERAGE | 3.6 hours | 6.4 days | | 92.4 % | 91.3 % | 94.4 % |
| Angus HA | 1.71 hours | 3.62 days | | 98.80 | 84.59 | 96.83 |
| Castlehill HA | 3.75 hours | 7.08 days | | 89.59 | 79.59 | 99.78 |
| Grampian HA | 3.76 hours | 7.37 days | | 95.76 | 88.56 | 96.21 |
| Langstane HA | 2.89 hours | 7.85 days | | 91.50 | 92.89 | 97.33 |
| Berwickshire HA | 2.99 hours | 6.58 days | | 98.19 | 77.69 | 90.49 |



VALUE FOR MONEY

RENT INCREASE Osprey Group are committed to delivering value for money - maximising income while minimising rent increases.

OH & OHM

• **2.2%**

SCOTTISH AVERAGE

• **2.49%**

RSL RURAL AVERAGE

• **2.52%**

Tenants Satisfaction with Value for Money

| | |
|-----------------------------|---------------|
| Osprey Housing | 77.2 % |
| Osprey Housing Moray | 88.6 % |
| SCOTTISH AVERAGE | 83.6% |
| Angus HA | 78.6 % |
| Castlehill HA | 71.2 % |
| Grampian HA | 69.6 % |
| Langstane HA | 65.4 % |
| Berwickshire HA | 77.2 % |

| | OH | OHM | Scottish Average |
|--------------------|---------------|---------------|------------------|
| % rent collected | 99.5 % | 97.6 % | 99.3 % |
| Gross rent arrears | 3.93 % | 5.8 % | 5.81 % |

Osprey have worked hard to create the right balance between supporting tenants to manage their rent arrears whilst also protecting the Group against debt and poor performance.

Through good tenant landlord relationships we have assisted many households to maximise their income and improve their budgeting to allow them to sustain their tenancies.

The staff team are always keen to engage, support and signpost any tenants, if you are struggling get in touch – we are here to help!

Value



TENANCY SUSTAINMENT

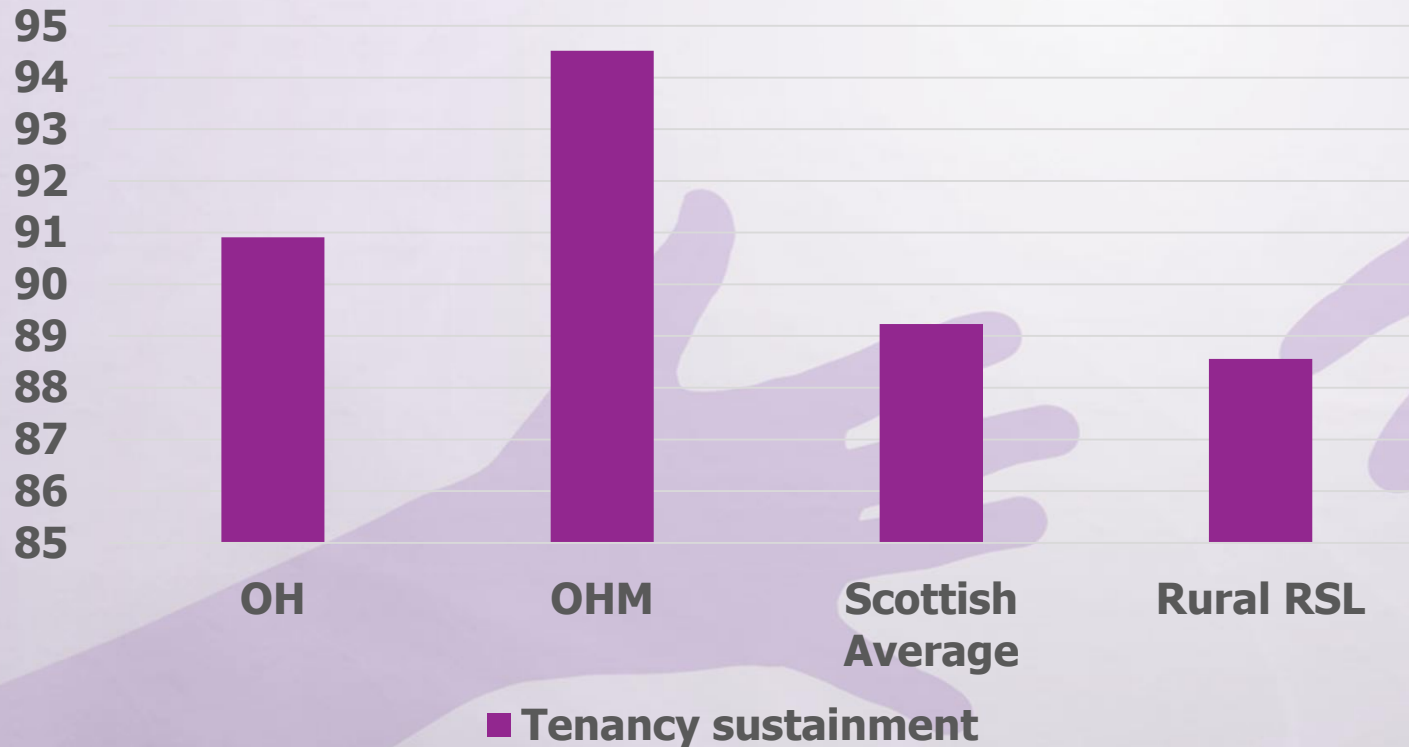
§ 01

Contract Housing
and look after (fe
are used to feed
establishments

2

Establishments have
NEW ARRANGEMENT
Contract Housing (C
ing operation must
Contract Housing must
ce a Contract House

Percentage Tenancy sustainment



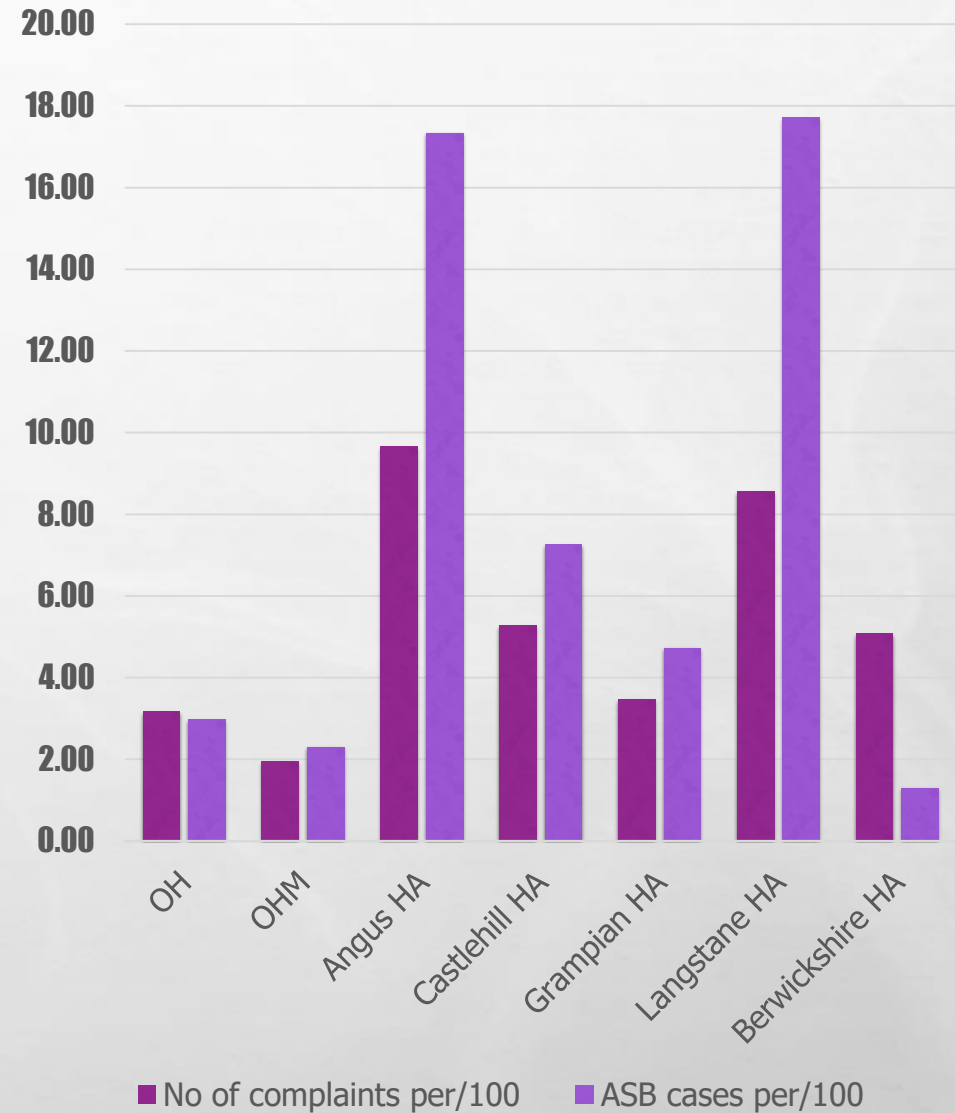
Tenancy sustainment is measured through a variety of indicators including levels of court actions, evictions or abandonments.

The key measure of the ARC is reporting on those sustained for over a year with Osprey Group consistently performing well.

We aim to support our tenants to manage their tenancies allowing them to enjoy their home.

THIS GRAPH DEMONSTRATES BOTH SERVICE COMPLAINTS AND ASB PER 100 PROPERTIES FOR A DIRECT COMPARISON.

THE GROUPS LOW LEVELS FOR BOTH INDICATORS ALIGN WITH GOOD LEVELS OF TENANCY SUSTAINMENT AND ALSO THE POSITIVE OUTCOME ON TENANT SATISFACTION.





ACCESS TO HOUSING

The performance for reletting void properties remains good –compared to both the Scottish average and the local benchmarks.

This maximises our income for the Group and ensures properties are ready to let to households in need as quickly as possible.

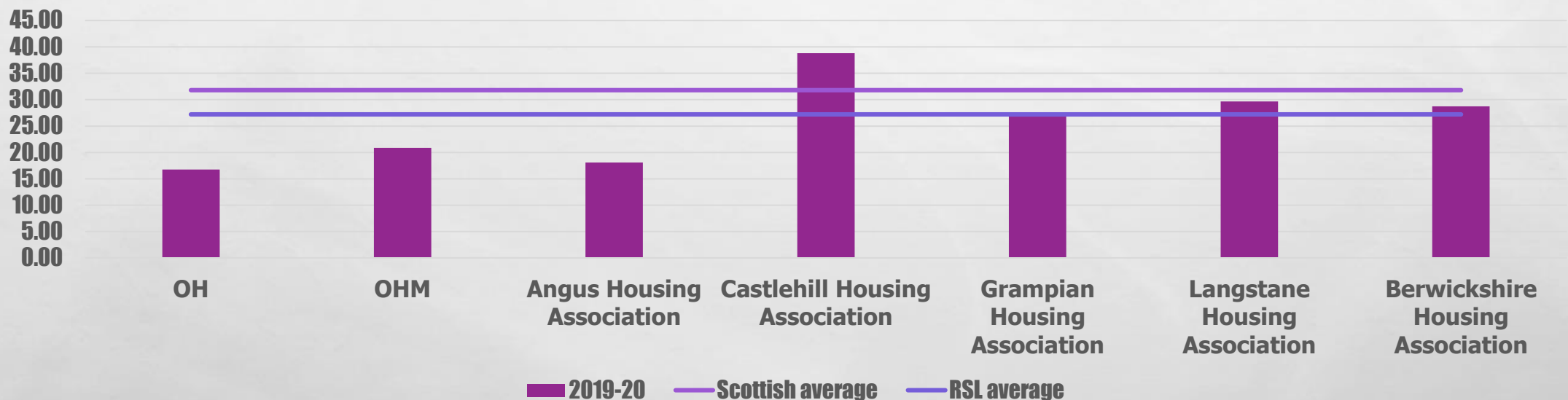
OH

- 90 relets
- 9.3% of stock turnaround
- 0.44 % rent loss

OHM

- 37 relets
- 7.79 % of stock turnaround
- 0.51 % void loss

Average relet days



FROM OUR CHIEF EXECUTIVE

“ Osprey remains determined to delivery high quality housing and high performing services to tenants through continual improvement. We continue to work closely with Osprey Tenants and Residents Association (OTRA) with the addition of new ways of engagement through virtual and digital ways. Allowing tenants to engage in a way that suits their lifestyle and have a meaningful input on our services and performance.

There can be no doubt that 2020 has been a year of unprecedented difficulty that none of us saw coming. We have worked hard to help those tenants that have experienced real difficulties and, will be stepping up our efforts to provide further support where it is clearly needed.

On behalf of the Osprey Housing Group we hope you have stayed and will stay safe, well and resilient “





Osprey Tenants

WANT TO GET MORE INVOLVED???

THERE ARE A VARIETY OF WAYS TO GET INVOLVED, EASIER NOW MORE THAN EVER AS OTRA HAS GONE DIGITAL! WITH ONLINE MEETINGS AND CONSULTATION FROM THE COMFORT OF YOUR HOME!

FOLLOW US ON FACEBOOK –

[HTTPS://WWW.FACEBOOK.COM/GROUPS/OTRA.ONLINE/](https://www.facebook.com/groups/otra.online/)

OR CONTACT US FOR MORE INFO.

A photograph of wooden letter blocks on a wooden surface. A purple semi-transparent overlay covers the right side of the image, containing white text. The text reads: "MAKING A DIFFERENCE EVERYDAY".

"MAKING
A
DIFFERENCE
EVERYDAY"