



## OTRA Scrutiny Project Update

Read the Tenant volunteers'  
report on Page 6

Making a difference every day





## From our Chief Executive, Stacy Angus

**Welcome to the Summer 2025 Osprey newsletter – and hopefully the nice weather will have returned by the time this is delivered to you.**

This edition has lots of key information that we hope will be helpful to you in relation to your tenancy and wider support and advice. We continue to focus on tenancy support, having delivered significant help to tenants over the winter months with fuel costs and income maximisation advice. I would always encourage any tenants to get in touch if you are struggling in anyway, we will do what we can to assist you to sustain your tenancy successfully.

Since the last newsletter there continues to be significant changes to the political environment – at local, national and world wide levels, and this uncertainty does put an additional strain on individual households and the organisation alike. We aim to remain resilient and focussed on long term sustainability by consistently performing well against our Key Performance Indicators during 2024-25 and ensured our delivery of the Scottish Social Housing Charter annual return is strong in comparison to the sector benchmarks.

During the first half of 2025 we have reviewed our Strategic Plan looking to the future and shaping our priorities and direction – this document has two key themes – to keep improving and to keep growing. We have come on a significant journey since being established in 1999 with our stock portfolio increasing alongside significant investment in our existing stock during this time and we want to continue this pathway improving outcomes for tenants



along the way. Osprey have established strong foundations for the future as we now look forward to years to come.

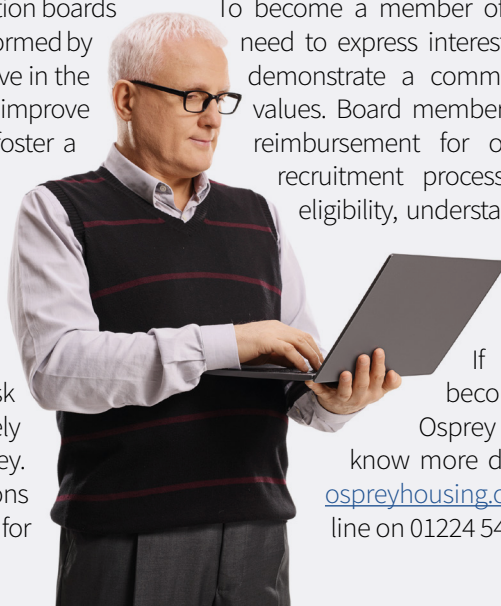
I would like to extend a personal thank you to the tenants who engage with Osprey Tenant and Residents Association (OTRA) and in particular on this occasion for their time and effort dedicated to the latest Tenant Scrutiny Project. This project is covered on page 6 of the newsletter and is focussed on the 'Lettable Standard' with some key learning points identified and adjustments to the processes made. We need to have tenant views to understand tenant priorities and your dedication in supporting us in our continual improvement journey is invaluable. Thank you!

*Stacy Angus, Chief Executive*

## Are you interested in becoming a Board Member?

Tenants are included on social housing organisation boards to ensure that the organisation's decisions are informed by the needs and perspectives of the people who live in the housing it manages. This involvement aims to improve housing services, enhance accountability and foster a stronger sense of community.

Our Board provides leadership and strategic direction to Osprey so that the best outcomes can be achieved for our tenants and other service users. It determines Osprey's strategic attitude to risk and ensures the maintenance of a sound system of internal control and risk management. Board members are collectively responsible for the overall governance of Osprey. They share and accept responsibility for decisions made by the Board and are equally responsible for those decisions.



To become a member of the Osprey Board, you will need to express interest, meet eligibility criteria and demonstrate a commitment to our mission and values. Board members are volunteers and receive reimbursement for out-of-pocket expenses. The recruitment process often involves confirming eligibility, understanding the role, and assessing potential contributions based on skills and experience.

If you are interested in becoming a Board Member at Osprey Housing and would like to know more drop an email to [corporate@ospreyhousing.org.uk](mailto:corporate@ospreyhousing.org.uk) or call our enquiries line on 01224 548000 to let us know.

## 500th New Build – Milestone

Osprey Housing has very recently celebrated a key milestone — completion of our 500th new build home across the north-east of Scotland in less than nine years. The 500th property is one of the 25 houses and flats in Peterhead's Fair Isle Crescent development, built for Osprey by CHAP Construction.



The 500 homes built since Osprey restarted its development programme in 2016 are now providing quality new homes to tenants at Moray locations including Elgin, Lossiemouth, Fochabers, Keith, and Buckie, as well as Portlethen, Inchmarlo, Alford, Blackdog, Kincardine O'Neil, Stonehaven, St Fergus, Laurencekirk, Johnshaven, and St Cyrus in Aberdeenshire. Further projects have been completed in Aberdeen's Bridge of Don, Cloverleaf, and Countesswells. The additional stock includes two supported accommodation units, with Osprey working in partnership with local authorities to deliver this much-needed type of housing.

Brian Watson, Osprey Housing Chair, said: 'Completing our 500th home is testament to our commitment to delivering

high-quality, affordable homes across Grampian. It also reflects the hard work and dedication of our team and partners. We have as a target the delivery of 60 new homes a year over the next five years as we continue to address housing need and support sustainable growth throughout the extensive geographic area we cover.'

Bill Ross, Senior Contracts Manager for CHAP Group Aberdeen, said: 'The opportunity to work alongside Osprey Housing has been valued greatly, and the shared commitment to quality and community impact made for a highly positive experience. The successful completion of Fair Isle Crescent stands as a testament to what can be achieved through teamwork, local engagement, and a shared vision for better housing.'

## Exciting Tenant Portal Update

We have an exciting update of changes to our tenant portal. You should have received an e-mail or letter informing you of the transfer to My Home, the new Osprey Housing Tenant Portal, which is now live. The old portal has now been discontinued from the 30 June.

My Home will give you a lot more information about your tenancy. With its enhanced ability to "self-serve" you will be able to do the following:

- Check balances on both rent and recharge accounts
- Update contact details
- Make payments to your rent account
- Update changes to your household
- Report non urgent repairs and view repairs history for your property
- Request permission to make alterations to your home
- View documents/letters sent to you

To get started, please visit <https://www.ospreyhousing.org.uk/your-tenancy/tenant-portal>



If you had an account on the old Osprey Housing portal you will already be registered with this one and you can use the same username and password, you also require your tenancy reference number which will have been provided to you within the e-mail or letter you have received.

If you never used the old portal then please go to the URL provided above, from here you should click Tenant Portal and then Register. You will require to use your unique tenancy reference number and set a memorable password. If you forget your password in the future, you will have the ability to reset your password yourself.

If you have any issues accessing the portal or have any other questions, please contact us at [it@ospreyhousing.org.uk](mailto:it@ospreyhousing.org.uk).

## Call Masking

In partnership with AllPay, Osprey Housing will be introducing call masking in the next few weeks this provides privacy and security when making a payment over the phone.

### Why is Call Masking being introduced?

The use of call masking is an industry best practice guideline to comply with the Payment Card Industry Data Security Standard (PCI DSS) which is concerned with securing cardholder data from being mis-used. Call masking is a simple step that makes a huge difference in keeping data secure, staying compliant, and protecting you as tenants of Osprey Housing.

### How does it work?

When making a payment over the phone, instead of reading out your details you will be asked to input them through the keypad on your phone. The call masking system automatically blocks or redacts sensitive information even from the agent on the end of the phone, such as the 16-digit card number or CVV. Even if our calls were intercepted and recorded, your card details would not be visible. Once activated this service cannot be bypassed ensuring all payments are processed in the most secure way possible.

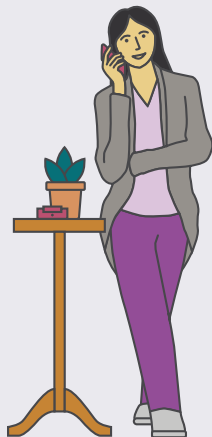
### Do I have to use call masking?

If you are making a payment over the phone, yes you will have to use call masking.

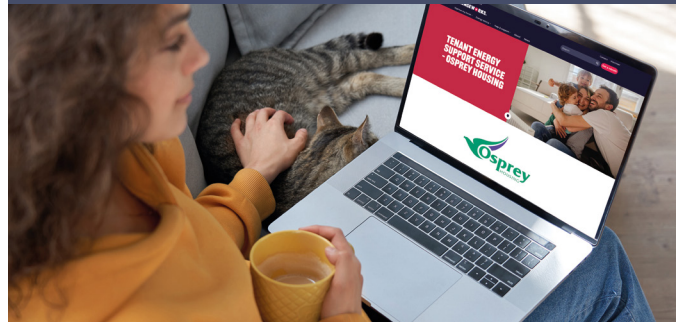
### Can I pay a different way?

If you do not wish to use Call Masking there are several alternative payment methods, these can all be found at <https://www.ospreyhousing.org.uk/your-tenancy/pay-your-rent>

If you require more information on this, please contact your housing officer or our customer services team on 01224 548000.



## A New Energy Support Service for Tenants to Access



Osprey are excited to partner with Changeworks, Scotland's leading environmental charity and experts in providing advice and support, to deliver this new service to our tenants.

**What is the Tenant Energy Support Service?** It is a free and confidential service providing access to energy information, advice and advocacy support. The service includes:

- Access to an online advice library: Practical energy advice, guides and videos on common energy worries and questions can be found here: [Osprey Housing tenant energy advice | Changeworks](https://www.ospreyhousing.org.uk/tenant-energy-advice-changeworks)
- Telephone Energy Advice and Support: Changeworks' advisors can help you with questions about energy use, fuel bill, and provide further energy advice. For more complex issues like energy billing problems or debt, you can call Changeworks to speak with an advisor who can provide expert help and communicate with your energy supplier on your behalf.

**Who is the service for?** If you are struggling with energy bills, or having problems communicating with your supplier (such as billing or metering issues), or have any energy related queries, this service may be able to help.

**How can I access it?** In the following ways:

- If you're in contact with an Osprey staff member, they can make a referral for you
- You can make a self-referral via their online form: <https://www.changeworks.org.uk/referral/>
- You can call them directly for free on 0800 870 8800 from 9am-5pm, Monday to Friday.

## David Haldane – Obituary

In February this year our Vice Chair of Osprey Tenants and Residents Association (OTRA), David Haldane sadly passed away unexpectedly. This was a great shock to his family, friends and fellow members of OTRA.

David was a highly committed member of the tenant's association since it was established in 2008 and rarely missed a meeting during this time. We owe him a significant amount of gratitude for his continued efforts to drive improvements for all our tenants. David was a genuine and caring individual who was a strong part of his community in Fraserburgh. He will be sadly missed.



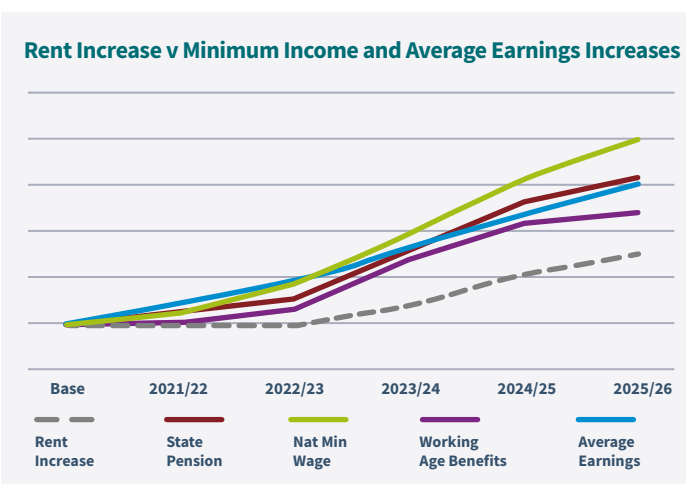
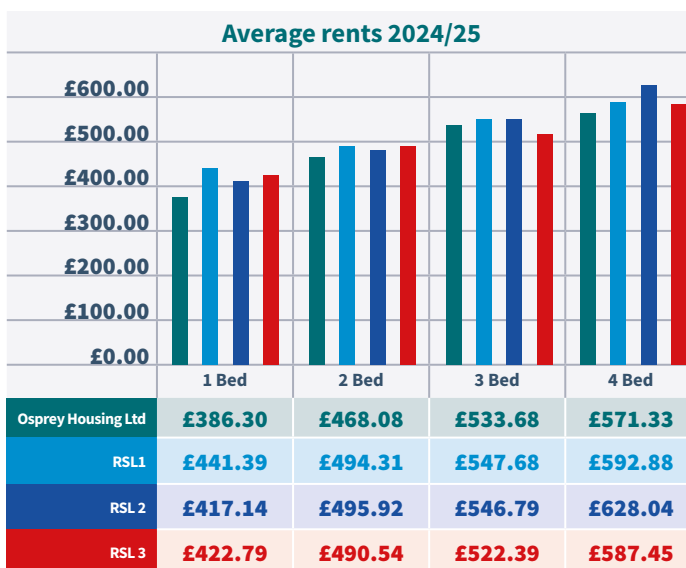
# How we demonstrate Value for Money

At Osprey, you, as our tenant, should be able to see we are spending the money we get from your rent in the best way. We call this demonstrating value for money (VFM). VFM is all about how we deliver our objectives whilst spending money economically (less), efficiently (well) and effectively (wisely). By delivering VFM we are able to keep your rents as low as possible whilst maintaining a quality service and ensuring Osprey has a solid financial base.

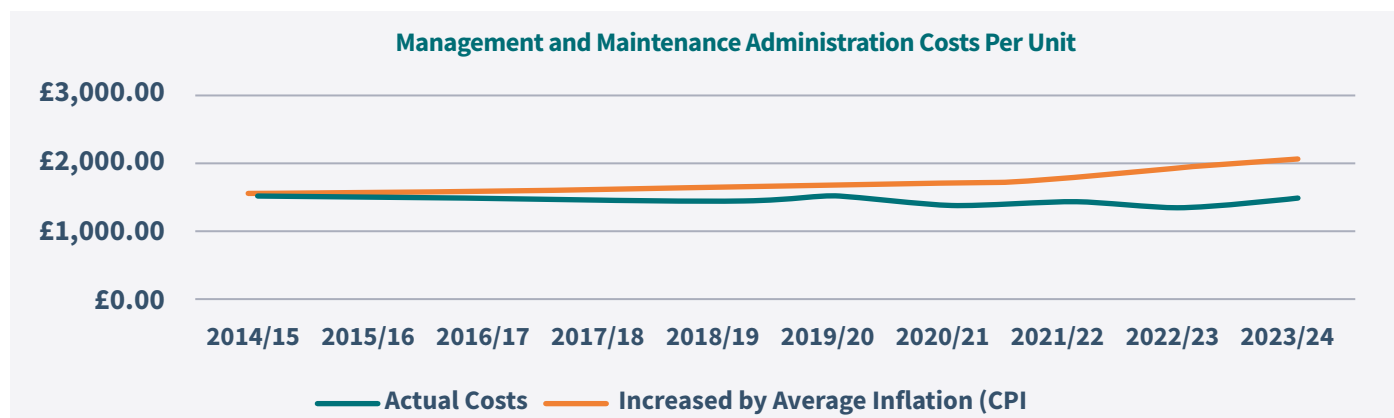
## How do we prove VFM?

Over time we are able to gather valuable evidence to demonstrate that we are managing to deliver our services most efficiently. Examples of this are below:

- **Affordable Rents.** Average Osprey Housing rents remain lower than the average of our local peer RSLs across all property sizes. As the graph on the right shows:
- **Minimising Rent increases.** Over the last five years (2020/21 to 2025/26) rent increases for Osprey have gone up by 15% in total including two years when no rent increase was applied. This is lower than the sector averages and well below increases to state pensions, national minimum wage, working age benefits and average earnings which have increased by 31%, 40%, 24% and 31% respectively over the same period (as seen in the graph on the right).
- **Decreasing Management Costs.** Ten years ago Osprey's annual management costs were £1572 per unit. By developing new properties and keeping our staffing levels and administration as efficient as possible, by 23/24 they had decreased to £1511 per unit - a decrease of 3.9%.



The graph below shows the difference between actual management costs and the projected cost had they increased by CPI inflation over the same period. If this had been the case they would have risen to £2070 per unit, an additional £46.55 per tenant per month. Osprey have been able to mitigate this through seeking efficiencies and making best use of resources.



Clearly there is no room for complacency, and we continue to challenge ourselves in what services we deliver and how we deliver them not only in terms of cost but in what added value we can provide. Value for money is something that Osprey has made a commitment to and continually strives to embrace. We have a duty to you, as our tenants, to provide services as cost effectively as possible without sacrificing quality outcomes or tenant satisfaction. This will ensure that we deliver excellent services, are financially sound and remain a well-managed organisation both now and in the future.

# OTRA Scrutiny Project Update

The Osprey Tenants and Residents Association (OTRA) came together to carry out a scrutiny project. The tenant members who volunteered for the project were Doreen Rippol, David Haldane, Wendy Duthie, Susan Thomson, Jenny Whinnett and Elaine Jeffery. Staff members Leisha Bishop & Dan Thompson provided administrative support.

OTRA had been considering a scrutiny project for some time and the topic of the void standard was discussed on multiple occasions. There had been feedback from tenants at settling in visits that there were sometimes inconsistencies with the standard of the voids being relet and that there was a need to review the existing standard through a scrutiny exercise. OTRA agreed that this was a valuable piece of work to be carried out and they were unanimous that this would be the topic of the next scrutiny project.

The overarching aim of the project was to determine whether the current void standard was being consistently met and if OTRA felt that this was adequate, or if there were additional considerations that should be included.

Whilst there are no indicators specific to the void standard, it was felt that the indicators that were most relevant to the scrutiny project were the quality of tenants' homes, rate of refusal and

average time to re-let a property are all directly related to the void process and provide a clear point of reference. OTRA review the charter outcomes on an annual basis and produce a report to share their views on how Osprey have performed, so OTRA are familiar with trends and Ospreys performance against the national average.

The Scrutiny group hope that through the implementation of our recommendations,



tenant satisfaction will improve along with overall performance.

Over two separate days OTRA attended four separate void properties to score the condition of the properties against the existing void standard. The results of these visits are listed below.

Average score across the fifteen void standards	Property 1	Property 2	Property 3	Property 4	Average
<b>1 - Cleanliness</b>	6	8.8	Yet to be cleaned	Yet to be cleaned	7
<b>2 - Decoration</b>	4.6	8.8	9.25	8.5	7.8
<b>3 - Electrical</b>	9.6	10	7.75	10	9.3
<b>4 - Internal doors</b>	8.2	10	7.25	10	8.9
<b>5 - External doors</b>	5.4	10	8.75	10	8.5
<b>6 - Floors</b>	7.6	9.6	8.25	9	8.6
<b>7 - Windows</b>	9.6	10	8.75	10	9.6
<b>8 - Glass</b>	9.8	10	10	10	9.9
<b>9 - Asbestos</b>	10	10	10	10	10
<b>10 - Kitchen</b>	7.8	8.5	7.75	9.8	8.5
<b>11 - Bathroom facilities</b>	8.6	9.3	Being worked on	10	9.3
<b>12 - Heating system</b>	8	10	8	10	9
<b>13 - External</b>	9.2	8	9.5	8.5	8.8
<b>14 - Rainwater goods</b>	10	9.2	10	10	9.8
<b>15 - Rot &amp; Dampness</b>	10	10	10	10	10
<b>Average score</b>	8	9.5	8.9	9.7	9



Many of OTRA's comments and observations are subjective, and others may have had a different opinion to those of the Scrutiny panel. However, from the four visits that were completed it was clear that the general standard of the voids was good and that most tenants would be happy to accept these properties, assuming that any of the outstanding repairs listed on the works order sheets were completed to a suitable standard, along with the final clean, where this hadn't already been undertaken.

Despite two of the four voids not having had their final cleans completed, it is clear from the Scrutiny groups scoring that cleanliness was the key area for improvement. Decoration

## Legionnaires' Disease



was highlighted as another area for consideration as it also received a lower score than other areas on the void standard scoring sheet.

Osprey's Senior Leadership Team reviewed the scrutiny report and compiled a list of management responses to the recommendations made by the Scrutiny panel. The key changes that are due to be implemented are as follows:

- Floor coverings will be made good where possible to allow the incoming tenant to make use of them. This will be at the discretion of the Asset Officer.
- The methods of collecting new tenant satisfaction with their property have been updated.
- The current provision of decoration packages is being reviewed to ensure value for money and a quality service for new tenants.
- To ensure a consistent level of cleanliness the final inspection will take place after the property has been cleaned.

The recommendations and management responses were endorsed by the Osprey Board and the Void Management Policy is currently being reviewed and updated to incorporate these recommendations as highlighted by the scrutiny panel. Osprey wish to thank OTRA members for their on-going help to improve the services that we offer to all of our tenants.

If you would like to read the Scrutiny Report you can call us on 01224 548000 to request a copy.

If you wish to know more about OTRA and would like to get involved as a tenant participant then please contact us via email [otra@ospreyhousing.org.uk](mailto:otra@ospreyhousing.org.uk) or over the phone on 01224 548000.

You may have heard about Legionnaires' disease but are unsure of what it is and how to prevent contracting it. Legionnaires' disease is a lung infection you can get from breathing in droplets of water containing bacteria that can cause the infection. It's usually caught in places like hotels, hospitals, or offices where the bacteria have got into the water system. It is less common to catch it at home. You can get Legionnaires' disease from things like:

- Humidifiers
- Air-Con systems
- Spa pools and hot tubs
- Taps and showers that are not used often

The best way to prevent Legionnaires' disease is by taking proper care of any water supply where the bacteria can grow. If you go away for any length of time, for example, if you go away on holiday or spend some time in hospital, when you return home turn your taps and showers on for at least 5-10 minutes.

The water that runs through your taps should be a temperature of:

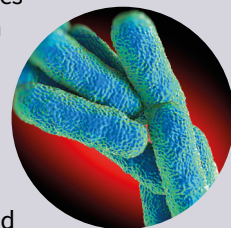
- 50 degrees Celsius for hot taps (be careful not to use hot water above 50 degrees Celsius to prevent scalding)
- 20 degrees Celsius for cold taps



This is because the bacteria that causes Legionnaires' disease grows best in water temperatures between 20 and 45 degrees Celsius. You should maintain and clean your showers, shower heads, and water taps to avoid build-up of dirt. You cannot usually get Legionnaires' disease from drinking water that contains the bacteria, other people with the infection, places like ponds, lakes, or rivers.

Please contact your GP or the NHS 111 service if you have symptoms of Legionnaires' disease such as:

- A cough that's lasted 3 weeks or more
- Coughing up blood
- Chest pain that comes and goes, or that happens when breathing or coughing
- Feeling short of breath



It is uncommon to contract Legionnaires' disease, but you may need to go into hospital if you are diagnosed with the disease. Most people make a full recovery, but it might take a few weeks to feel back to normal.

If you have any questions please contact our office or take a look at the NHS website at: [Legionnaires' disease - NHS \(www.nhs.uk\)](https://www.nhs.uk/legionnaires-disease)

## SHR Engagement Plan



Osprey Housing are registered with the Scottish Housing Regular (SHR) who oversee the social rented sector across Scotland for both Local Authorities and Registered Social Landlords (RSL).

Each year the SHR carry out a risk assessment process on each landlord, taking into account their Financial Five Year projections, Annual Return on the Charter and the Annual Assurance

process. The SHR then publishes an engagement plan for every landlord in April annually. The engagement plans for landlords can be accessed here - [Find a Landlord | Scottish Housing Regulator](#)

Osprey Housing are currently assessed as low engagement as published in April 2025 and the SHR don't require any further assurance from Osprey other than the standard regulator returns.



## A Day in the Life: Meet Your Customer Services Assistant

Ever wondered what it's like behind the scenes at your local housing office? We caught up with Nicola, one of Osprey Housing's Customer Services Assistants, to shine a light on a typical day in her role — supporting tenants, answering queries, and keeping things running smoothly.

**8:45 AM** – Cuppa & Catch-Up The day starts with a team check-in. It's an opportunity to review any urgent issues that have arisen overnight and coordinate with team mates. Some days begin quietly, others start with a bang, it's a case of being ready for anything!

**9:00 AM** – On the Phones The phone lines open, and the team are ready. From rent enquiries and repair requests to anti-social behaviour reports, no two calls are the same. We may help someone set up a Direct Debit, then speak to a tenant worried about noisy neighbours. It's a mix of problem-solving and reassurance.

**11:30 AM** – Paperwork & Progress Between calls, the team processes tenancy paperwork, log maintenance issues, and follows up on ongoing concerns. They coordinate with contractors and ensure that tenants are kept informed. Communication is key — especially when people feel frustrated. Even a quick update makes a big difference.

**1:00 PM** – A Bite and a Breather Lunchtime offers a moment to recharge. "You need a clear head to give your best," Nicola says, scrolling the team chat for any new developments.

**2:00 PM** – Face-to-Face Interactions Some afternoons include team meetings in the office. This is an opportunity to meet with the wider team to discuss any concerns and resolve outstanding issues.

**4:30 PM** – Wrapping Up & Looking Ahead Before logging off, we write up notes, respond to final emails, and flag



any complex cases for follow-up. It's not just about dealing with problems — it's about building trust, one conversation at a time.

So, next time you call the office, know that there's someone from our team on the other end — listening, caring, and working hard to make your experience as smooth and supportive as possible.



## Radio Teleswitch Service Shutdown

The Radio Teleswitch Service (or RTS) switches electricity meters between peak and off peak rates at certain times of day, so customers can access cheaper off peak electricity.

### What is happening?

The RTS will be phased out from 30 June 2025. Beginning with carefully targeted local areas, with small numbers of RTS meters. Households will be contacted by their energy supplier in advance of any phase out activity in their area.

### Does this affect me?

This only affects a small number of Osprey tenants, if you have gas or oil central heating this does not affect you. If you have an air source heat pump running off a single rate tariff, it will not affect you. If you have other

types of electric heating that run on a dual rate tariff, this **MAY** affect you. If you already have a smart electric meter, then you do not need to worry.

### What do I need to do?

The best way to avoid any disruption is to book a meter replacement as soon as possible. If smart meters do not work in your area, there are alternatives available, even if you have previously been told a replacement isn't possible, there are new technical solutions.

If you're experiencing any problems with this process, please let us know.

For up to date information please check: <https://www.changeworks.org.uk/energy-advice/managing-your-heating/rts-shutdown/>