



2025 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...

"OTRA meet monthly and engage on organisational matters, performance outcomes and undertake scrutiny exercises. We champion best practice and value for money in the organisations delivery of key services.

OTRA play a vital role in ensuring that tenants are at the heart of all decisions as we work with Osprey staff to improve the services being delivered.

We 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;

- 1144 General needs properties
- 14 Specially adapted supported units
- 20 Very Sheltered

Moray;

- 573 General needs properties

Aberdeen City;

- 99 General needs properties
- 8 Supported properties



Tenant Satisfaction



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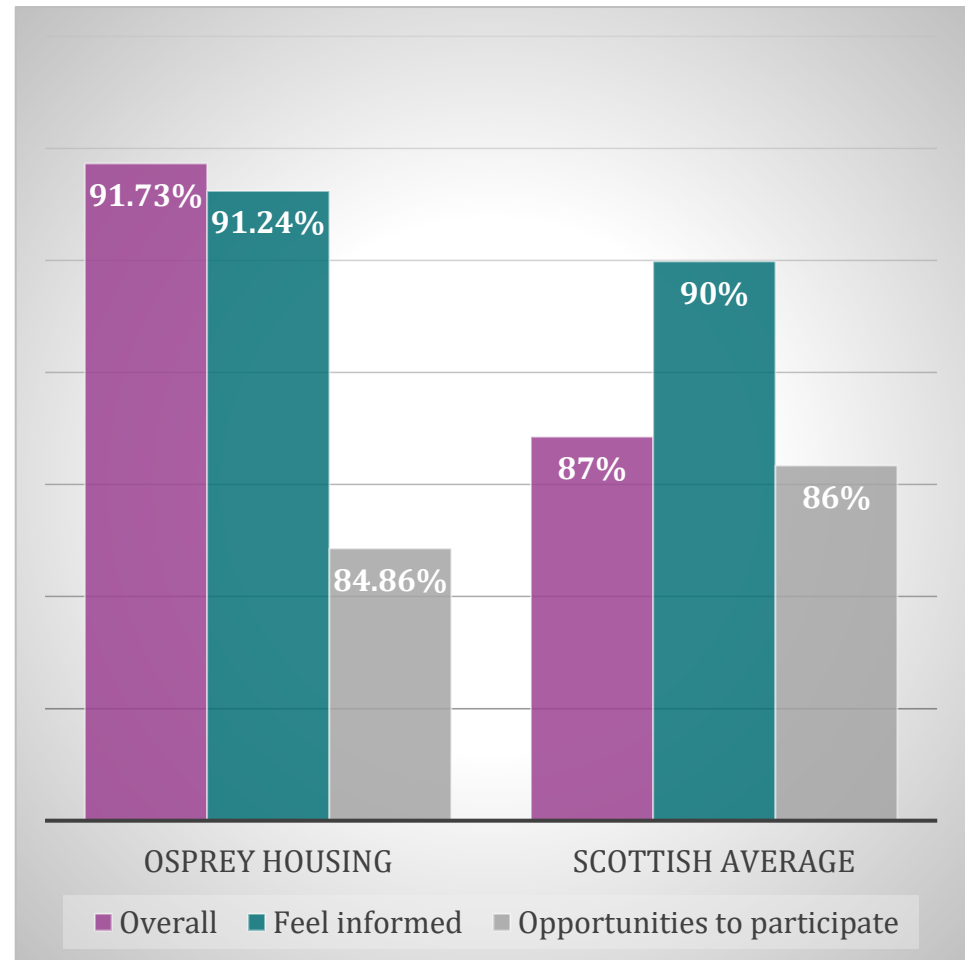


Tenant satisfaction is a key indicator of how we are meeting your needs. Our outcomes against each of these indicators either exceeds or meets the national average.

Our annual Tenant Satisfaction Surveys help us to understand the needs of our tenants.

We engage with tenants through our Residents Association (OTRA), surveys and consultations giving you a chance to make your voice count.

- **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 5 – Opportunities given to them to participate in their landlords decision making process**



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Quality of Housing



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Organisation	Emergency repairs	Non emergency repairs	Right first time	Satisfaction with repairs	SHQS year end
Osprey Housing	3.3 hours	10.3 days	79.4%	77.6%	99%
Scottish average	3.9 hours	9.1 days	88%	86.8%	87.2%
Local peer 1	1.5 hours	7.1 days	97%	80.7%	93.7%
Local peer 2	3.2 hours	7.6 days	96.9%	86.8%	99.6%
Local peer 3	3.7 hours	6.6 days	84.7%	93.5%	91.4%
Local peer 4	2.1 hours	4.2 days	94.1%	95.2%	89.2%

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By the end of March 2028 Osprey will have invested over £8,223,909 in the renewal of kitchens, heating systems, windows, doors and other components to better the quality of our existing stock.

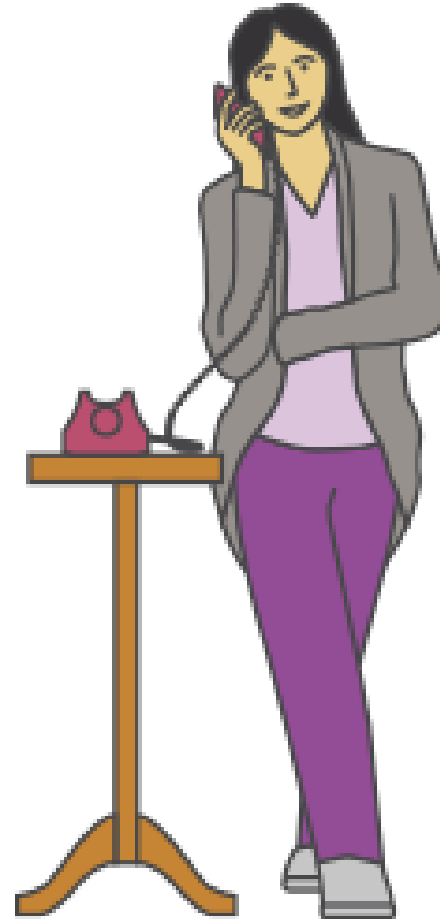


	Year ending 31 March 2026		Year ending 31 March 2027		Year ending 31 March 2028		Total	
	No.	Value	No.	Value	No.	Value	No.	Value
Kitchen	89	£790,320	150	£1,385,280	127	£1,287,387	366	£3,462,987
Bathroom	24	£146,880	80	£509,184	68	£443,627	172	£1,099,691
Door	38	£91,200	150	£362,419	157	£382,225	345	£835,844
Windows	28	£174,720	100	£648,960	102	£678,488	230	£1,502,168
Heating	89	£111,840	13	£67,092	13	£68,770	115	£247,702
Boiler Gas	70	£209,000	84	£262,080	82	£262,236	236	£733,316
Air Source Heat Pumps	103	£307,372	5	£34,830	0	£0	108	£342,202
Total Capital Expenditure	441	£1,831,332	582	£3,269,845	549	£3,122,732	1,572	£8,223,909

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Value for Money



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	Osprey Housing	Scottish Average (LA & RSL average)
% Rent collected	99.9%	100.2%
Gross rent arrears	3.58%	6.17%
Rent increase applied	3.7%	4.68%

Osprey applied an annual rent increase of 3.7% for the 2025/26 financial year. This was a combination of a rent increase in line with the rate of the consumer price index (CPI) in September 2024, and a 2% increase applied through the rent harmonisation exercise.

We continue to focus on prevention and tenancy support to assist those struggling with debt. We work proactively with tenants and partnered agencies to signpost where appropriate to prevent arrears accruing. Managing rental income effectively is a key aspect of maximising our income to enable the Osprey team to invest in our properties and meet the needs of our tenants.

We have a keen focus on tenancy sustainment and maximising income for our tenants where possible. Our Support Officers can help tenants with benefit applications, accessing additional funding and much more - please contact us if you would like any help.

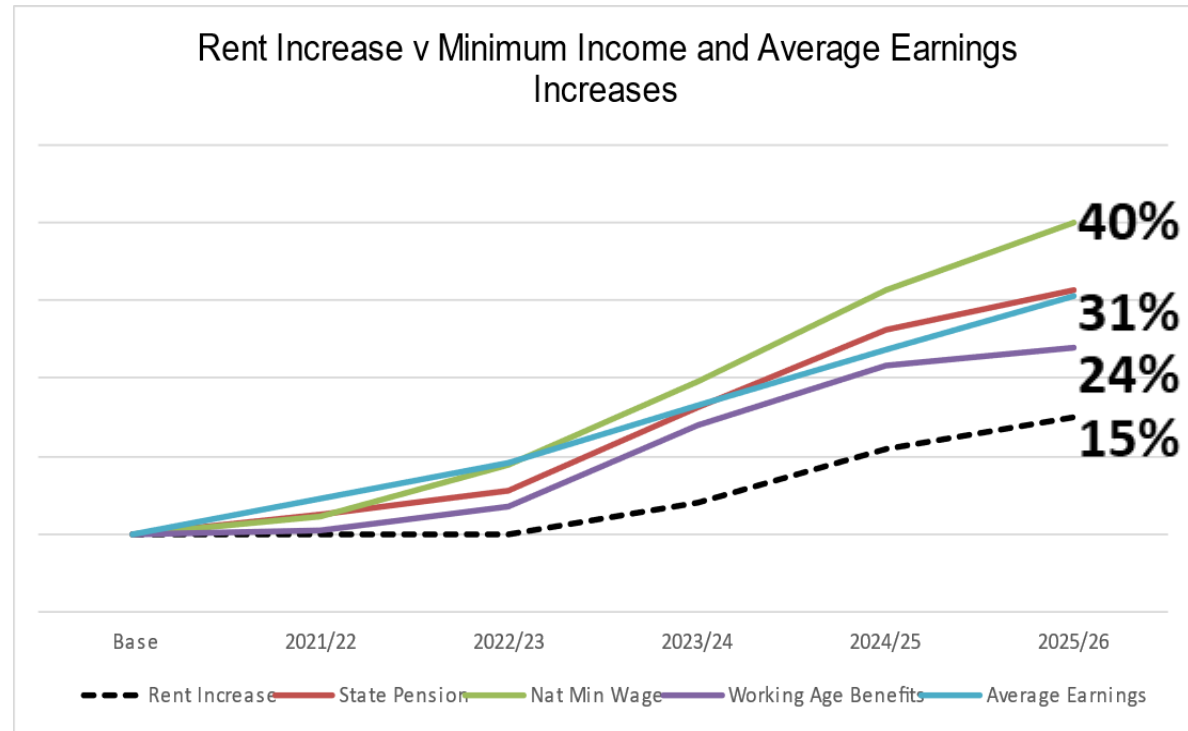


Minimising Rent increases



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.

The graph demonstrates how this is lower than the sector averages and are 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.



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Access to Housing



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Osprey maintain our own choice based lettings system called 'These Homes'. We use this to allocate properties including internal transfers. By using These Homes we have enabled applicants to have more choice in where they want to live.

We also work in partnership with Aberdeenshire, Moray and Aberdeen City Councils, with whom we take direct nominations for our properties. We are committed to working with our Local Authority partners to tackle homelessness through this approach.

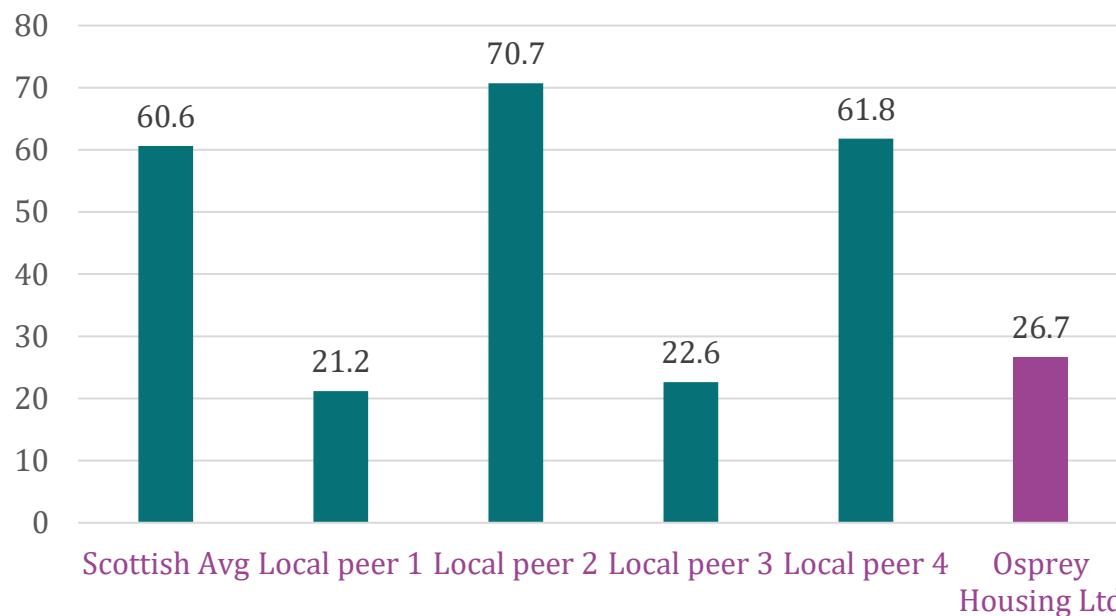
We work hard to make the best use of stock by allocating homes to applicants who either have specific needs or property size requirements.

Method of allocation	Total
Homeless applicants	32%
These Homes	31%
Council nominations	20%
Internal transfers	14%
Very sheltered housing	3%

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Average relet days



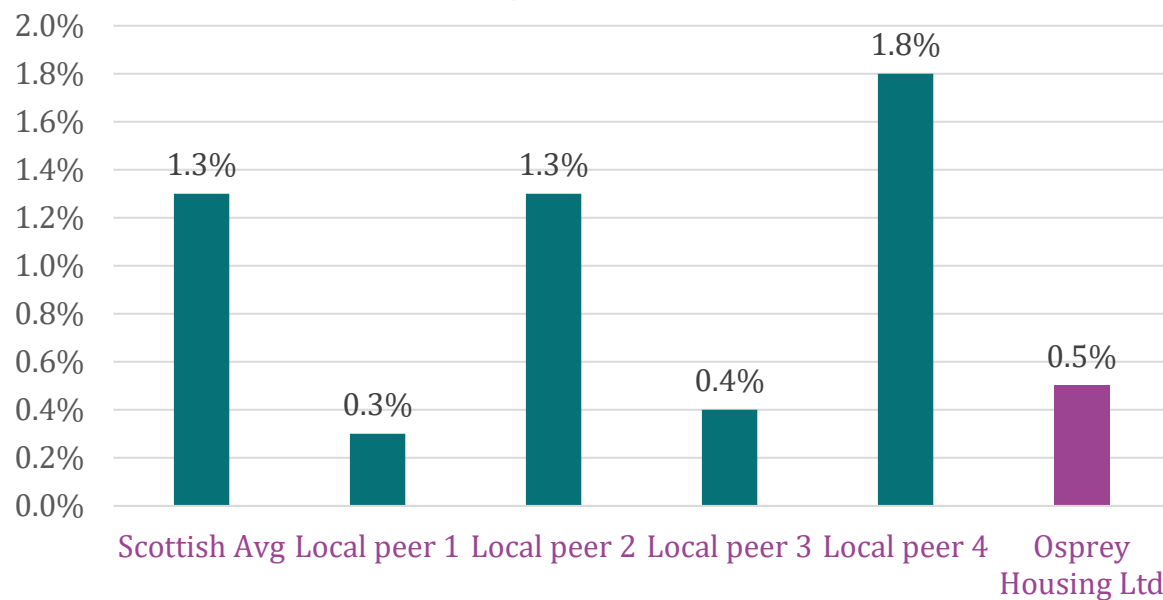
The average time to relet properties is significantly below the Scottish average.

Osprey performs well on this indicator when compared to our local peer group.

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Average % void loss



Having quick void turnaround times enables us to maximise our income by minimising rent loss.

This also makes much needed homes available to those in need quickly and efficiently.

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From our CEO



"I am pleased to be sharing with you the performance outcomes for Osprey for the 2024-25 reporting year. The wider economy and operating environment continues to be challenging however the team have continued to put tenants first and achieve strong performance across the range of Charter indicators. At a time when the cost of living continues to put household finances under real pressure, we will continue to focus on affordability and supporting our tenants as best as we can to have successful tenancies.

Effectively managing arrears and empty homes directly impacts our income, and we have been able to maximise this through good performance and ensure that the organisation can continue to invest in our properties through our repairs service, capital improvements and energy efficiency measures. Therefore, our consistently strong results across the range of performance indicators is vital to how we improve your homes.

We review how we can continually improve, and the engagement of tenants in this process is invaluable. I would like to thank the tenants involved with OTRA for their commitment to helping Osprey deliver good quality services, in particular their concerted effort in completing a scrutiny project on void properties this year. We truly value your feedback to allow us to continually improve and provide value for money."

Stacy Angus

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Help us to shape the services that we deliver!

There are a number of ways to get involved with Osprey both in person and online.

If you would like to be involved in reviewing how we are delivering services or shaping future decisions then please get in touch, we would love to hear from you!

Join us on Facebook;

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

Or complete the 'get involved' form here

[TEN18 Tenant Participation Form](#)

Contact our Customer Services Team on 01224 548000 or email otra@ospreyhousing.org.uk for more information.

