



2021 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...

“THIS IS THE LAST ARC REPORT WHERE WE WILL BE REPORTING ON OSPREY HOUSING (OH) AND OSPREY HOUSING MORAY (OHM) SEPARATELY AS THE TRANSFER OF ENGAGEMENTS WAS COMPLETED TO BE ONE ORGANISATION FROM 1ST APRIL 2021.

THIS IS A BIG STEP IN THE GROUP MOVING FORWARD AND WAS INITIALLY PROMOTED BY OTRA THROUGH A SCRUTINY PROJECT - SHOWING JUST HOW POWERFUL TENANT ENGAGEMENT CAN BE.

OTRA ARE ALWAYS LOOKING AT WAYS TO WORK WITH THE STAFF TEAM TO SHARE INFORMATION AND IMPROVE TENANT SERVICES.

WITH DIGITAL DEVELOPMENTS IT HAS NEVER BEEN EASIER TO GET INVOLVED AND WE ENCOURAGE MORE TENANTS TO DO SO – WORK TOGETHER ON THE JOURNEY OF IMPROVEMENT”



Aberdeenshire;

992 general needs properties

14 specially adapted supported units

Moray;

565 general needs properties

4 supported units

Aberdeen City;

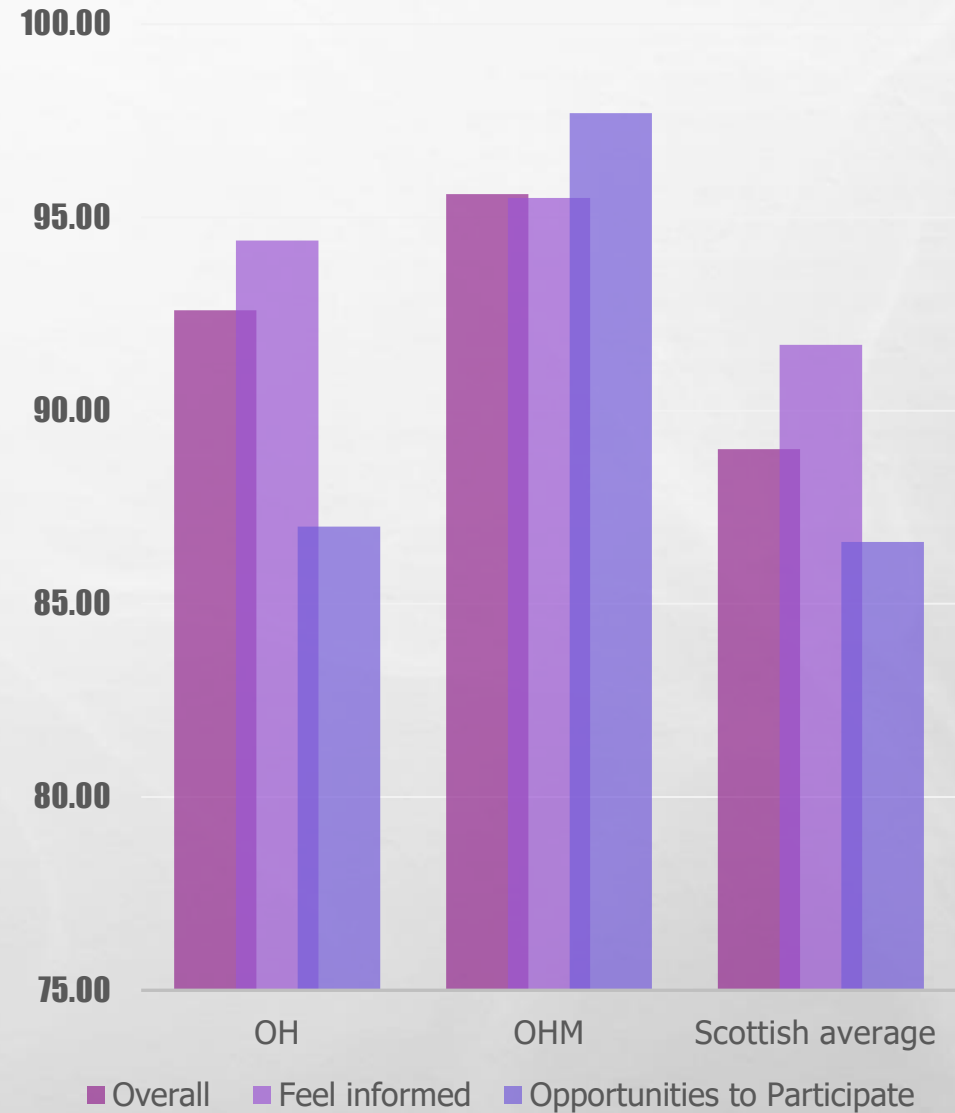
65 General needs properties



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. Osprey outcomes exceed the Scottish average on all three indicators on overall satisfaction and tenant engagement.

- **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 LANDLORD'S DECISION MAKING PROCESS





QUALITY OF HOUSING



Both OH and OHM have consistently performed well 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	2.5 hours	8.1 days		95.8 %	97.6 %	99.7 %
OHM	2.2 hours	6.3 days		95.8 %	97.3 %	100.0 %
SCOTTISH AVERAGE	3.6 hours	6.4 days		91.5 %	90.1 %	91.7 %
Angus HA	2.1 hours	5.2 days		92.5	93.5	88.1
Castlehill HA	3.3 hours	6.2 days		88.1	79.6	98.9
Grampian HA	2.0 hours	5.4 days		95.8	84.8	93.5
Langstane HA	2.9 hours	8.8 days		78.1	74.2	92.3
Berwickshire HA	3.7 hours	3.2 days		94.6	92.2	90.6



VALUE FOR MONEY

	OH	OHM	Scottish Average
% rent collected	100.61 %	101.55 %	99.1 %
Gross rent arrears	2.68 %	3.02 %	6.14 %
Rent increase applied	0 %	0 %	1.22 %

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, and we have expanded our team dealing with tenancy support and sustainment as a commitment to supporting tenants as best we can.
if you are struggling please get in touch – we are here to help!



ACCESS TO HOUSING

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

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

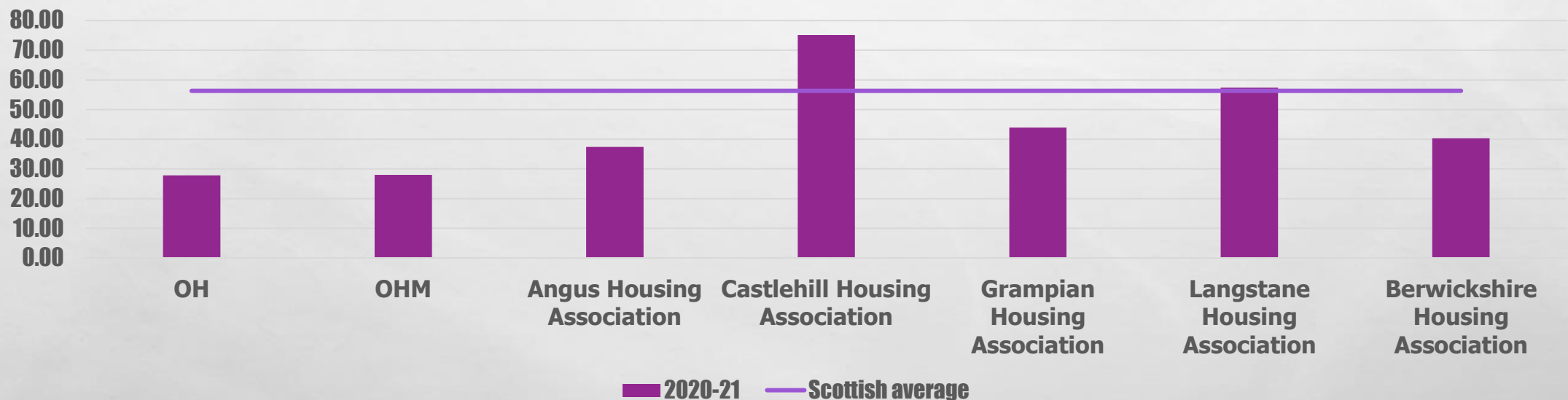
OH

- 84 relets
- 0.65 % rent loss

OHM

- 44 relets
- 0.59 % void loss

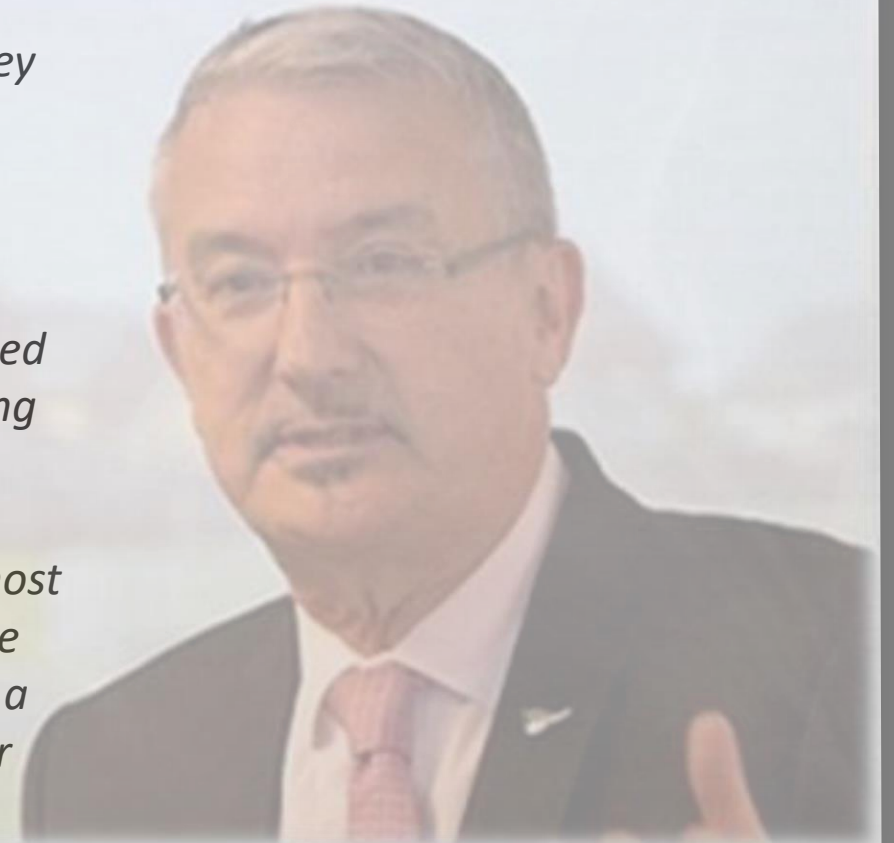
Average relet days



FROM OUR CHIEF EXECUTIVE

“As my tenure with Osprey draws to a close and I get ready to retire it is with great pride that I can sign off with the 2021 ARC performance report showing such positive achievements. Despite all the difficulties over the last 18 months Osprey has remained determined to deliver high quality housing and high performing services to tenants. Active engagement which has included a key role in the successful transition to become one single entity landlord has ensured we have continued our close working relationship with Osprey Tenants and Residents Association (OTRA). The introduction of new ways of contact and getting involved has enabled tenants to engage in a way that suits them best whilst still providing meaningful input on our services and performance.

I want to extend my personal thanks to the Osprey staff team, the Board and most important of all our tenants for the support shown to us as we continue to make major changes that will I’m sure bear fruit very quickly. Its been a pleasure and a privilege to be such an integral part of Osprey’s journey and I wish my successor well in ensuring we carry on making a difference every day.” **Glenn Adcook**





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 tiles on a wooden surface. Some tiles are arranged in a tray to spell out 'VISION' and 'EVERYDAY'. Other tiles are scattered around. A semi-transparent purple overlay covers the right side of the image, containing white text.

“MAKING
A
DIFFERENCE
EVERYDAY”