



# 2024 Tenants report

A report on our performance on the Scottish  
Social Housing Charter

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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 continue to meet on a monthly basis, allowing the opportunity to engage on organisational matters and performance outcomes. This ensures that tenants are receiving the best possible service and value for money.

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;**

- 1120 General needs properties
- 14 Specially adapted supported units
- 20 Very Sheltered

### **Moray;**

- 555 General needs properties

### **Aberdeen City;**

- 88 General needs properties

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# Tenant satisfaction

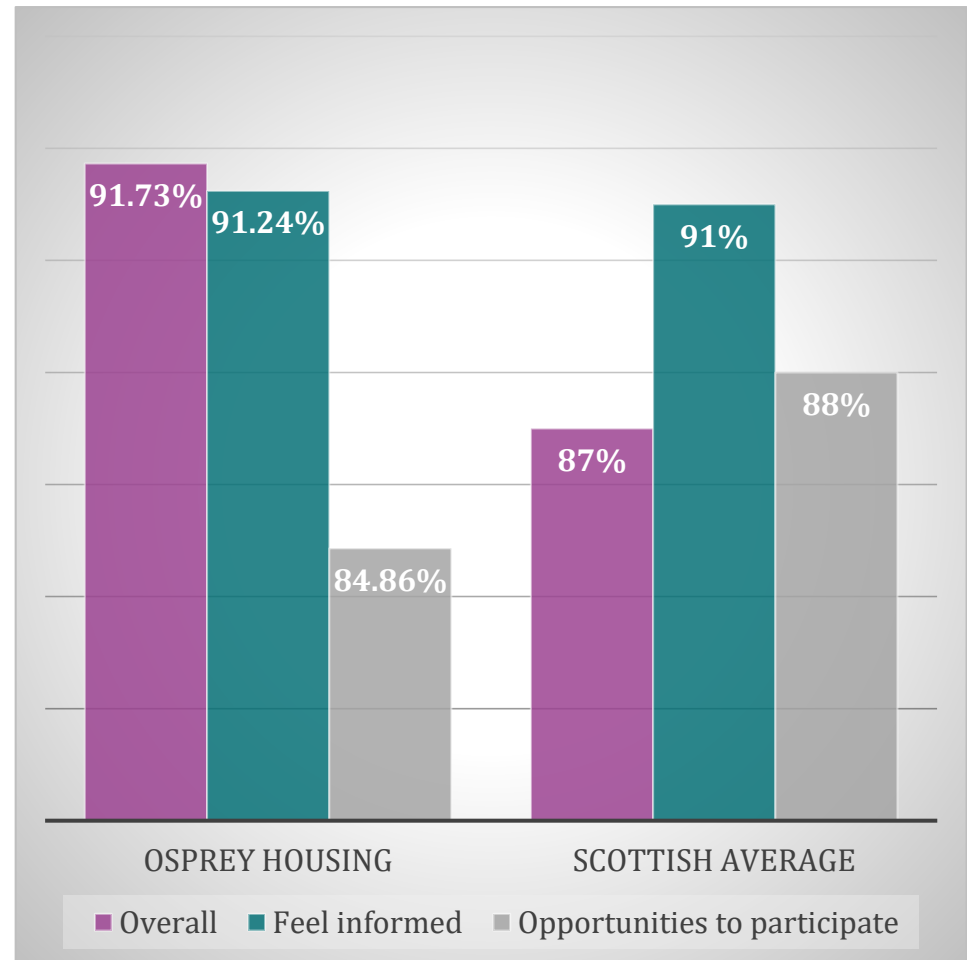


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Tenant satisfaction is a key indicator of how we are meeting your needs. Our outcomes against each of these indicators either exceeds or meets the national average

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



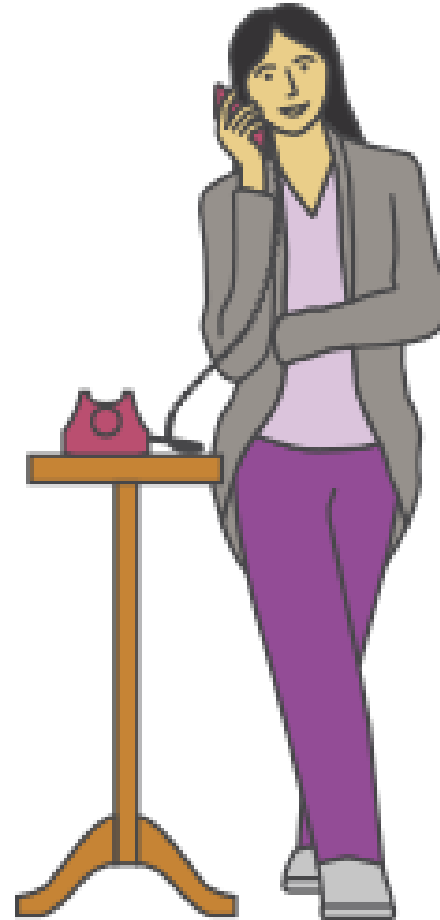
Last year Osprey invested over £2,317,610 in the renewal of kitchens, windows, doors and other components to better the quality of our existing stock.

Organisation	Emergency repairs	Non emergency repairs	Right first time	Satisfaction with repairs	SHQS year end
Osprey Housing	2.3 hours	6.2 days	98.6%	84.1%	97.3%
Scottish average	4 hours	9 days	87.8%	87.0%	84%
Angus HA	2.1 hours	4 days	93.9%	93.6%	87.7%
Castlehill HA	2.9 hours	6.7 days	88.5%	93.1%	99%
Grampian HA	2.1 hours	6.8 days	96.4%	84%	81.6%
Langstane HA	3.5 hours	8.4 days	81.2%	80.3%	91.3%

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# Value for money



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	<b>Osprey Housing</b>	<b>Scottish Average (LA &amp; RSL average)</b>
<b>% Rent collected</b>	<b>100.4%</b>	<b>99.4%</b>
<b>Gross rent arrears</b>	<b>4.2%</b>	<b>6.7%</b>
<b>Rent increase applied</b>	<b>6.7%</b>	<b>4.8%</b>

The Osprey team have worked hard to provide advice and support to tenants with a focus on preventative measures and signposting to help tenants avoid arrears or manage their debt more proactively.

It is important that we deal with rent arrears effectively as this has a direct impact on our income and ability to invest in our properties and meet the needs of tenants.

We continue to invest in our staff team with a particular focus on tenancy support. Our Support Officers can help tenants with benefit applications, accessing additional funding, tenancy management and much more.



# 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.

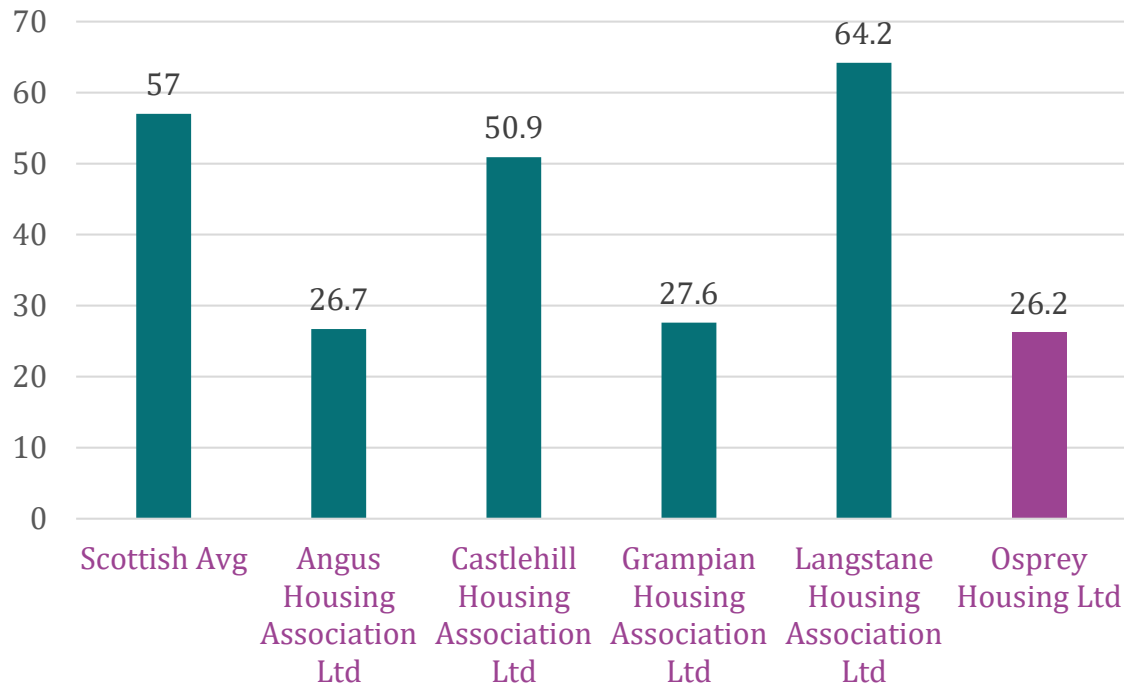
We work hard to make the best use of stock by allocating homes to applicants who either have specific needs or property size requirements.

Method of allocation	Total
Homeless applicants	32.2%
These Homes	33.6%
Council nominations	18.1%
Internal transfers	11.8%
Very sheltered housing	4.3%

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## Average relet days

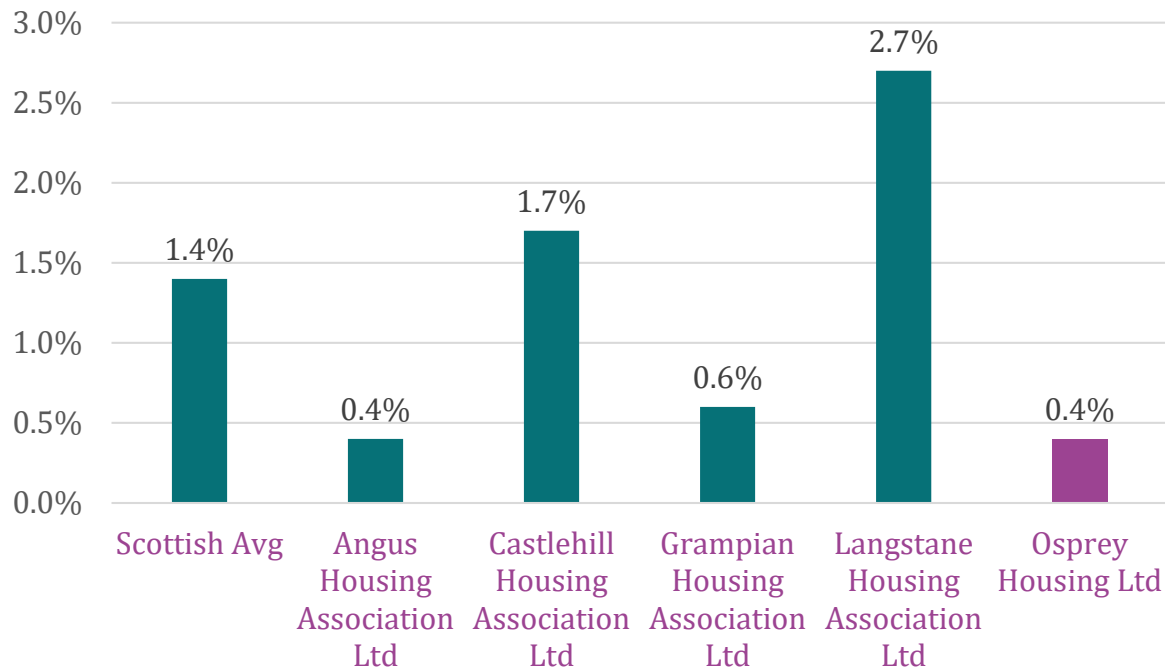


The average time to relet properties is significantly below the Scottish average. Osprey performs strongly on this indicator when compared to our local peer group.

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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 2023-24 reporting year. Despite an operating environment that continues to pose challenges, 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.

Our income is directly impacted by the efficient and effective management of rent arrears and void performance. This ensures 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 to tenants. We need to hear your views and constructive feedback to be able to meaningfully ensure we meet tenants' needs and priorities now and, in the future".

*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](#)

Contact our Customer Services Team on 01224 548000 or email [otra@ospreyhousing.org.uk](mailto:otra@ospreyhousing.org.uk) for more information.

