Orkney Housing Association
[Landlord report](#) 2020/21

Homes and rents

At 31 March 2021 this landlord owned **804 homes**.

The total rent due to this landlord for the year was **£3,691,670**.

The landlord increased its weekly rent on average by **1.1%** from the previous year.

Average weekly rents

Size of home	Number of homes owned	Orkney Housing Association	Scottish average
1 apartment	8	£61.66	£73.61
2 apartment	278	£83.41	£79.48
3 apartment	330	£91.78	£82.60
4 apartment	161	£98.03	£89.81
5 apartment	27	£106.65	£99.97

Tenant satisfaction

Of the tenants who responded to this landlord's most recent satisfaction survey:

Overall service

97.1%89.0% national average

97.1% said they were satisfied with the overall service it provided, compared to the Scottish average of **89.0%**.

Keeping tenants informed

98.7%91.7% national average

98.7% felt that this landlord was good at keeping them informed about its services and outcomes compared to the Scottish average of **91.7%**.

Opportunities to participate

88.3%86.6% national average

88.3% of tenants were satisfied with the opportunities to participate in this landlord's decision making, compared to the Scottish average of **86.6%**.

Quality and maintenance of homes

Scottish Housing Quality Standard

54.7%91.0% national average

54.7% of this landlord's homes met the Scottish Housing Quality Standard compared to the Scottish average of **91.0%**.

Emergency repairs

1.8 hours4.2 hours national average

The average time this landlord took to complete emergency repairs was **1.8 hours**, compared to the Scottish average of **4.2 hours**.

Non-emergency repairs

14.6 days6.7 days national average

The average time this landlord took to complete emergency repairs was **14.6 days**, compared to the Scottish average of **6.7 days**.

Reactive repairs 'right first time'

86.1%91.5% national average

This landlord completed **86.1%** of reactive repairs 'right first time' compared to the Scottish average of **91.5%**.

Repair or maintenance satisfaction

98.9%90.1% national average

98.9% of tenants who had repairs or maintenance carried out were satisfied with the service they received, compared to the Scottish average of **90.1%**.

Neighbourhoods

Percentage of anti-social behaviour cases resolved

100.0%94.4% national average

100.0% of anti-social behaviour cases relating to this landlord were resolved, compared to the national average of **94.4%**.

Value for money

Total rent collected

The amount of money this landlord collected for current and past rent was equal to **101.0%** of the total rent it was due in the year, compared to the Scottish average of **99.1%**.

Rent not collected: empty homes

It did not collect **0.1%** of rent due because homes were empty, compared to the Scottish average of **1.4%**.

Re-let homes

8.1 days56.3 days national average

It took an average of **8.1 days** to re-let homes, compared to the Scottish average of **56.3 days**.