

Orkney Housing Association Landlord Report 2021/22

Homes and rents

At 31 March 2022 this landlord owned **824 homes**.

The total rent due to this landlord for the year was **£3,732,500**.

The landlord increased its weekly rent on average by **3.9%** from the previous year.

Average weekly rents

Size of home	Number of homes owned	This landlord	Scottish Average	Difference from Scottish average
1 apartment	8	£62.30	£75.95	-18.0%
2 apartment	280	£84.22	£81.32	3.6%
3 apartment	346	£92.50	£84.18	9.9%
4 apartment	163	£98.91	£91.48	8.1%
5 apartment	27	£107.79	£100.74	7.0%

Tenant satisfaction

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

Overall service

97.1%87.7% national average

97.1% said they were satisfied with the overall service it provided, compared to the Scottish average of **87.7%**.

Keeping tenants informed

98.7%91.2% 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 **91.2%**.

Opportunities to participate

88.3%86.8% 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 **86.8%**.

Quality and maintenance of homes

Scottish Housing Quality Standard

61.8%73.0% national average

61.8% of this landlord's homes met the Scottish Housing Quality Standard compared to the Scottish average of **73.0%**.

Emergency repairs

2.2 hours4.2 hours national average

The average time this landlord took to complete emergency repairs was **2.2 hours**, compared to the Scottish average of **4.2 hours**.

Non-emergency repairs

13.0 days8.9 days national average

The average time this landlord took to complete emergency repairs was **13.0 days**, compared to the Scottish average of **8.9 days**.

Reactive repairs 'right first time'

90.8%88.3% national average

This landlord completed **90.8%** of reactive repairs 'right first time' compared to the Scottish average of **88.3%**.

Repair or maintenance satisfaction

99.3%88.0% national average

99.3% of tenants who had repairs or maintenance carried out were satisfied with the service they received, compared to the Scottish average of **88.0%**.

Neighbourhoods

Percentage of anti-social behaviour cases resolved

95.0%94.7% national average

95.0% of anti-social behaviour cases relating to this landlord were resolved, compared to the national average of **94.7%**.

Value for money

Total rent collected

The amount of money this landlord collected for current and past rent was equal to **100.3%** of the total rent it was due in the year, compared to the Scottish average of **99.3%**.

Rent not collected: empty homes

It did not collect **0.2%** of rent due because homes were empty, compared to the Scottish average of **1.4%**.

Re-let homes

9.5 days 51.6 days national average

It took an average of **9.5 days** to re-let homes, compared to the Scottish average of **51.6 days**.