

Orkney Housing Association Landlord Report 2024/25

Homes and rents

At 31 March 2025 this landlord owned **847 homes**.

The total rent due to this landlord for the year was **£4,629,497**.

The landlord increased its weekly rent on average by **4.0%** 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	£75.09	£87.12	-13.8%
2 apartment	294	£98.30	£93.27	5.4%
3 apartment	354	£107.85	£96.00	12.3%
4 apartment	163	£115.10	£104.51	10.1%
5 apartment	28	£124.81	£115.58	8.0%

Tenant satisfaction

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

Overall service

89.4% 86.9% national average

89.4% said they were satisfied with the overall service it provided, compared to the Scottish average of **86.9%**.

Keeping tenants informed

90.7% 90.0% national average

90.7% felt that this landlord was good at keeping them informed about its services and outcomes compared to the Scottish average of **90.0%**.

Opportunities to participate

72.2% 86.3% national average

72.2% of tenants were satisfied with the opportunities to participate in this landlord's decision making, compared to the Scottish average of **86.3%**.

Quality and maintenance of homes

Scottish Housing Quality Standard

98.8% 87.2% national average

98.8% of this landlord's homes met the Scottish Housing Quality Standard compared to the Scottish average of **87.2%**.

Emergency repairs

4.2 hours 3.9 hours national average

The average time this landlord took to complete emergency repairs was **4.2 hours**, compared to the Scottish average of **3.9 hours**.

Non-emergency repairs

11.2 days 9.1 days national average

The average time this landlord took to complete non-emergency repairs was **11.2 days**, compared to the Scottish average of **9.1 days**.

Reactive repairs 'right first time'

79.6% 88.0% national average

This landlord completed **79.6%** of reactive repairs 'right first time' compared to the Scottish average of **88.0%**.

Repair or maintenance satisfaction

90.5% 86.8% national average

90.5% of tenants who had repairs or maintenance carried out were satisfied with the service they received, compared to the Scottish average of **86.8%**.

Neighbourhoods

Percentage of anti-social behaviour cases resolved

100.0% 93.4% national average

100.0% of anti-social behaviour cases relating to this landlord were resolved, compared to the national average of **93.4%**.

Value for money

Total rent collected

The amount of money this landlord collected for current and past rent was equal to **99.2%** of the total rent it was due in the year, compared to the Scottish average of **100.2%**.

Rent not collected: empty homes

It did not collect **0.2%** of rent due because homes were empty, compared to the Scottish average of **1.3%**.

Re-let homes

11.0 days 60.6 days national average

It took an average of **11.0 days** to re-let homes, compared to the Scottish average of **60.6 days**.