

## Orkney Islands Council

### Why we are engaging with Orkney Islands Council (Orkney Islands)

We are engaging with Orkney Islands about its **service quality**.

To assess the risk to social landlord services we have reviewed and compared the 2017/18 performance of all social landlords to identify the weakest performing landlords. Orkney Islands is in the bottom quartile for all social landlords in relation to:

- tenants satisfied with the opportunities to participate in the landlords decision-making;
- satisfaction with the quality of home;
- hours to complete emergency repairs;
- days to complete non-emergency repairs;
- anti-social behaviour cases resolved within local targets;
- average days to re-let properties; and
- gross rent arrears of rent due.

### What we will do

We will review Orkney Islands' Annual Return on the Charter in June 2019 and engage with it as necessary about the service quality areas we have highlighted in this engagement plan.

### Regulatory returns

Orkney Islands must provide us with the following annual regulatory returns:

- Annual Assurance Statement;
- Annual Return on the Charter; and
- the return on the Energy Efficiency Standard for Social Housing.

It should also notify us of any material changes to its Annual Assurance Statement, and any tenant and resident safety matter which has been reported to or is being investigated by the Health and Safety Executive or reports from regulatory or statutory authorities or insurance providers, relating to safety concerns.



[Read more about Orkney Islands Council >](#)

#### Our lead officer for Orkney Islands Council is:

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