

Annual Report

2017-2018



People Make Places



Robert Sinclair receiving the Carpentry & Joinery Apprentice Award from John Rodwell, Chair.

CHAIR'S REPORT

Significant achievements of the past year

The past year has seen the Association supporting staff, through ongoing education, sponsoring professional qualifications and holding our first ever staff conference. An event attended by both Management Committee and staff where we heard from industry leaders on innovations in the sector.

There has been significant investment in the future workforce with the Apprenticeship programme, of which there has been an additional intake and last year's graduate has gone on to full time, permanent employment.

One of our colleagues, Stuart Roy McIvor, decided to step down from the Management Committee having given four years of service to the Association. As well as the Committee, he played an active role in the Resident Panel and represented Orkney tenants on the Northern Lights Regional Network.

We recognise the importance of tenant

involvement and providing opportunities to gather their views to influence our decision making. Part of this includes a biennial tenant day, a joint event with Orkney Islands Council in September. Tenants participated in workshops on the Housing (Scotland) Act 2014, Albyn Housing showcased their new FIT houses, helping people live safe, well and independently in their communities for longer by using cutting edge technology, and Voluntary Action Orkney spoke about the benefits of volunteering.

As well as all of this we have continued with our development programme to deliver high quality, desirable homes. Of the 38 homes completed in Kirkwall and Deerness, 34 were for rent and 4 for low cost home ownership. We will strive to continue with our development programme while the demand remains for our homes.

Housing Services

We are always open to ways of delivering even better services to our tenants. This year, we have focussed on communication and tenant engagement. With the impending rollout of Universal Credit, staff have been attending training sessions, keeping up to date with the local situation and offering support to those affected.

Our team were very proud to be one of the first housing associations in Scotland to be awarded re-accreditation from Scottish Government. The Scottish National Standards for Information and Advice Providers (SNSIAP) awards advice agencies quality assured accreditation for their work helping clients with housing, welfare benefits and money/ debt problems.

We continue to work with our voluntary Resident Panel, obtaining their input to the anticipated implications of the Housing (Scotland) Act 2014 whilst we wait for the final guidance to be published. This provided an opportunity to review our Allocations Policy to reflect the proposals.

Helping to improve communications and engagement, our Management Committee, Resident Panel and staff have been taking part in Estate Visits, the Summer Engagement Tour and Tenant Day. We feel it is important to be visible and approachable, providing opportunities to connect with our customers.

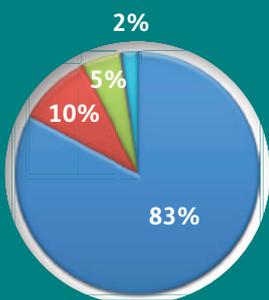
In addition, we have maintained our core business of helping more people find suitable, secure housing with 92 re-lets, 34 new lets and 4 mutual exchanges.

Grant funding became available during the year to allow the buying of one shared ownership property. This effectively allowed us to buy back the sharing owner share and convert the unit to our rented stock at no cost to us.



We assisted 14 new households into home ownership:

- Shared Ownership – 6 (resales)
- New Supply Shared Equity – 4
- Open Market Shared Equity – 2
- Help to Buy – 2

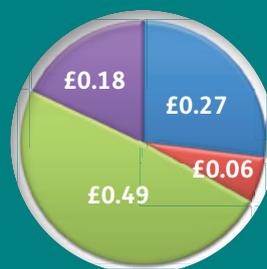
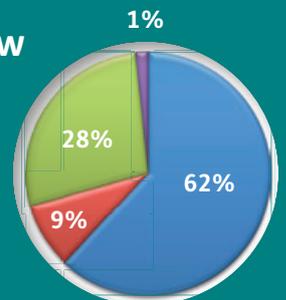


Where the money comes from:

- Rent
- Shared Ownership charges
- Services & factoring
- Other

Relets and New Lets by Area

- Kirkwall
- Stromness
- Rural
- Island



Where the money goes (per £1 of rent):

- Cost of running the organisation
- Services & factoring
- Repairing & improving homes
- New build development costs



Completions 2017/18		
	Rented	LCHO*
Burgar's Bay, Kirkwall	4	0
Liberator Close & Drive, Kirkwall	22	4
Sands Park, Deerness	8	0

*LCHO - Low Cost Home Ownership



Property & Improvements

We undertook the following property improvements as part of the planned annual maintenance programme:

- Kitchens – 13 properties
- External Doors – 80 properties
- Facias and gutters – 10 properties
- Storage heaters – 76 properties

The replacement heating programme received funding of £168,635 by way of a low interest loan from the Scottish Government for work towards meeting the Energy Efficiency Standard for Social Housing (EESH). This enabled 47 properties at Bosquoy Road, Lyron, Hamnavoe, Daisybank and French Road to be upgraded during the 2017-18 financial year. By the end of the year 80% of Association stock met the EESH standard and we are on target to reach 100% compliance by the end of 2020.

Award Success

At the prestigious Scottish Homes Awards we were delighted to win the category of “*Small Affordable Housing Development of the Year (Housing Association)*” for The Fidges development in Stenness, which was developed by R Clouston Ltd and designed by Wylie Shanks Architects.

Pictured is Brian Barnett representing the Association receiving the award from Annie Mauger, Chief Executive, Chartered Institute of Housing Scotland. They are pictured with Comedian Des Clarke and Wendy Corrigan, Partner at Wylie Shanks Architects.

205 Compliments

We really appreciate when people take the time to send in unsolicited compliments and expressions of appreciation for our services. During the year to 31 March 2018 we recorded an outstanding 205 compliments, which have been broken down into the following service areas:



Service Area	Number 2017/18	Number 2016/17
Repairs & Maintenance	76	7
OHAL Tradesmen Team	61	3
Care & Repair	37	22
Services (general)	20	7
Tenant Participation	11	2
Grounds Maintenance	0	6

Complaints

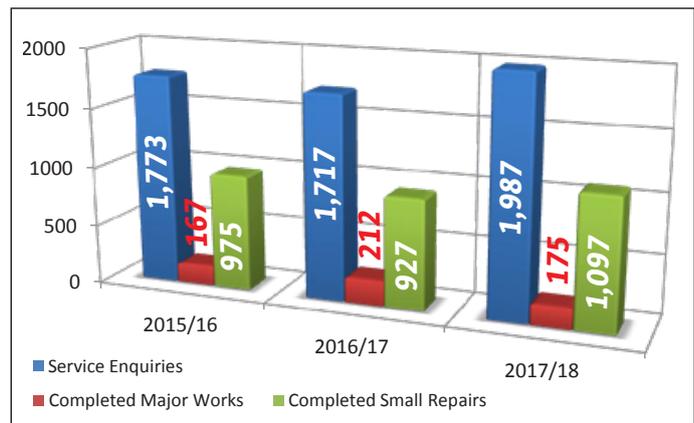
During 2017/18 the number of complaints received remained the same as 2016/17 at 28. Grounds Maintenance, Repairs & Maintenance and Staff each received 4 complaints, of which 7 were upheld.

28



Orkney Care & Repair

They will be celebrating 30 years of operation in the county in 2018, and throughout this time they have seen increased demand for their services. During the year 2017/18 they received 1987 enquiries looking for information or assistance, completed a total of 1097 small repairs and 175 major repairs.



Our Power – We were pleased to become members of Our Power, promoting an alternative energy provider with fairer energy costs to our tenants. Properties are switched over at re-let to Our Power offering another option for those on Total Heating, Total Control tariffs.



**Emma
McConnachie**

Staff Achievements

Emma McConnachie successfully completed the Chartered Institute of Housing, Level 5 Diploma in Housing Practice. Maria Black completed her Diploma in Housing Practice (Level 4), with Saffron Macivor achieving a distinction for her first year of the Certificate in Housing Practice course (Level 4).

Long Service Awards – 20 years a piece for Diane Gorman and Mhairi Hughes and 25 years for Liz Melvin.



**Diane
Gorman**

Staff Conference – On Thursday 15 March we held our first staff conference - “Innovation and Leadership in Housing”, at Orkney College.

This was an opportunity to learn, share ideas and see good practice and work by others in the sector. We were pleased to welcome the new Chief Executive of the Scottish Federation of Housing Associations, Sally Thomas.



**Mhairi
Hughes**

Interesting and thought-provoking speakers challenged us to push boundaries and improve our services. We heard from people delivering innovative house design, alternative heating, digital technology, allocations and much more. The work at East Lothian Housing Association has led us to investigate digital options for tenants during 2018/19.



**Liz
Melvin**

Apprentice Week – This event highlighted the close partnership with Orkney College UHI and Skills Development Scotland while delivering positive outcomes for everyone involved by creating sustainable local communities with a skilled workforce. To date, the Association has helped three young people into full time employment.



**Scottish
Housing
Day**

Scottish Housing Day – 21 September, we joined the national campaign to promote the work of Social Housing providers and landlords. The purpose of the campaign is to highlight the different housing options on offer as well as the wider role played by landlords within the local community.



**Careers
Day**

Careers Day – Amy Brough and Aimee Leask attended the Careers Fair at Kirkwall Grammar School to publicise career options at the Association. They were also able to speak to students about the Modern Apprentice programme.



A SUMMARY OF OUR YEAR

The last year has been one which has been full of notable events for the Association, and one where our excellent and dedicated staff team have been continually delivering quality services for our tenants, sharing owners and applicants.

Helping people with the costs of heating their home is very important to us. In the last year we upgraded or renewed 76 heating systems, and moved even closer to the 2020 target where we will have all our homes meet the Energy Efficiency Standards (EESH). We also became members of Our Power, and now switch all our properties when empty, so that incoming tenants are on a lower tariff, provided by a non-profit energy provider. We continue to support THAW Orkney and their important work.

In June, we became one of the first housing associations in Scotland to receive re-accreditation for the Scottish National Standards for Information & Advice Providers awarded by the Scottish Government. This is important as it demonstrates that we are giving advice of the highest standards to our residents and applicants.

The quality of our homes was recognised nationally, and we were very proud to

Neil Clapperton, Our Power with Craig Spence, Chief Executive.

be announced as winners of the Scottish Homes Award for Best Affordable Small Development 2017. We continue to plan for future developments and ensure that we have the land and plans in place to support a sustainable, forward development programme.

Our staff team continually strive to deliver great customer service, and this year our Finance team lead some important business improvement work, helping ensure that the Association continually becomes more efficient and reduces costs where it can.

We closed off the year with our first staff conference, where our own leaders and innovators were joined by leaders in our sector to share, laugh and learn together. How our own team develop and grow is very important to ensuring that the quality of our services endures long into the future.



KEY PERFORMANCE INDICATORS

Data	Target	Annual	
Governance			
Staff absence	2.5% or less	2.02%	✓
Staff training	75% or more	87%	✓
Management committee effectiveness	80% or more	100%	✓
Complaints response time	95% or more	93%	x

Housing			
Rent arrears	3.25% or less	3.89%	x
Re-let times (days)	13 days or less	8.83	✓
Satisfaction with re-let standards	90% or more	98%	✓

Finance			
Management and maintenance admin costs per unit	less than £1,500	£1,374	✓
Reactive maintenance costs per unit	less than £625	£624	✓
Operating cost budgetary variance	95-105% out-turn	98.8%	✓
Interest cover	more than 110%	184%	✓
Debt to net worth	less than 40%	24%	✓

Properties			
Emergency repair response times	100%	100%	✓
Non-emergency repair response times	90% or more	92.01%	✓
Average defects per unit	5 or less	5.5	x
Satisfaction with repairs service	95% or more	98.87%	✓
Compliance with Energy Efficiency Standard for Social Housing (ESSH)	more than 76%	80.1%	✓



FINANCES 2017/18

Income and Expenditure		
16/17		17/18
£'000		£'000
3,973	Income from lettings etc	4,267
357	Other income	349
55	Surplus on property sales	57
23	Investment income	10
(1,041)	Repairs and maintenance	(1,340)
(173)	Improvements & adaptations	(153)
(7)	Irrecoverable rents	(8)
(1,380)	Other operating costs	(1,282)
(493)	Mortgage interest etc	(554)
(839)	Property depreciation	(929)
475	Net surplus	417
452	Pension deficit adjustment	4
927	Surplus for year	421

Balance Sheet		
16/17		17/18
£'000		£'000
84,271	Housing properties etc	87,805
1,829	Net current assets	1,142
(60,698)	Capital grants	(62,290)
(17,841)	Long term loans	(18,805)
(517)	Pension deficit creditor	(388)
7,044	Net assets	7,464
7,044	Capital & reserves	7,464

OHAL Contact Details:

Orkney Housing Association Limited

39a Victoria Street, Kirkwall, Orkney, KW15 1DN

Tel: 01856 875253 Fax: 01856 876764

Email: enquiries@ohal.org.uk

www.ohal.org.uk

Find us on Facebook @OHALtd

and Twitter @Orkney Housing

Available in large print on request

Photo credits: OHAL staff; The Orcadian