

Management Committee Update

Issue 12



Orkney Housing Association is governed by a voluntary Management Committee elected at our AGM in September each year. The Committee's role is to set and monitor our strategy and performance. Day to day operational management is carried out by the Leadership Team. Some of the Committee's main functions include:- approving budgets, reviewing policies, diligent financial management, major decision making and organisational direction and good governance to ensure statutory and regulatory requirements are met. Management Committee are keen to issue an update following each formal meeting (6 per year).

Points of interest from the meeting

Rent Review Consultation Outcome

Members received a report on the responses to the rent consultation, in which tenants were asked for their views on three options for future rent costs. All tenants and sharing owners were sent a fact sheet and a survey with an option to complete the survey online.

- Of those that responded, 85% strongly or slightly agreed that the Association should continue to build new homes;
- 10% neither agreed nor disagreed; and
- 5% either strongly or slightly disagreed.
- Tenants were asked to choose from three options:
 - 47% selected RPI* + 1% which was the Management Committee preferred option;
 - 30% selected RPI + 0.5%; and
 - 23% selected RPI + 1.5%.

* August 2018 RPI used

Members spent considerable time discussing the individual comments and would like to assure tenants they are listening to their concerns. They urge anyone with specific issues on repairs or maintenance to contact their housing officer directly. Finally they agreed an increase of RPI + 1% (4.5%).

Scottish Housing Regulator Consultation

The Regulator is consulting on how it engages with social landlords to safeguard and promote the interests of current and future tenants. Members were asked to consider the Association's response on the proposals, which include submitting an Annual Assurance Statement. Members suggested that while they broadly agreed with the proposals, consideration should be given to the cost of engagement visits from the Regulator.

Care & Repair Manager Recruitment

Following Mike Cooper's announcement at our AGM of his intention to retire from his role as Manager of Care & Repair Orkney, we have been advertising for a replacement. Closing date for interested parties is 10th December with the plan being to have the new person in place before Mike's retirement to hand over the reins.



Pictured from l to r:- John Stockan, Dave Dawson, Bill Wallace, John Rodwell, Linda Forbes (on screen) Fiona Lettice, Philip Cook, Elaine Grieve, Wendy Baikie.

Members present on

5 December 2018

- **Wendy Baikie**
- **Philip Cook**
- **Linda Forbes via Skype**
- **Elaine Grieve**
- **Fiona Lettice (Chair for this meeting)**
- **John Stockan via Skype**
- **Bill Wallace**

Business & Delivery Plan Update

Members received an update on the Delivery Plan, detailing the number of actions completed, KPI's met and risks mitigated. They noted the progress that had been made and considered the work required to complete the 8 in progress and 2 not started actions.

There was further discussion on timetabling for the new Business Plan covering 2019 - 2022 including details on the strategy day taking place on 12th December.

Development Update

This report stated that proposals for 8 new homes (4 rented and 4 new supply shared equity) at the Liberator/Walliwall site in Kirkwall were being finalised with a view to approval before the end December.

A presentation was given to members appraising possible options for the site at Crafty.

Members agreed their schedule of meetings for 2019/20 which will include a summer engagement tour and a strategy workshop.

Make A Stand Campaign

Committee Members agreed the Association would join the Make A Stand Campaign launched in June 2018 by the Chartered Institute of Housing in conjunction with the Domestic Abuse Housing Alliance and Women's Aid in which landlords make four commitments to help support people suffering domestic abuse:

1. Put in place a policy to support residents who are affected by domestic abuse.
2. Make information about national and local domestic abuse support services available on your website so that they are easily accessible for residents and staff.
3. Put in place a HR policy, to support members of staff who may be experiencing domestic abuse.
4. Appoint a champion at a senior level in your organisation to own the activity you are doing to support people experiencing domestic abuse.

6 Month Complaints & Compliments Report

The information presented to members covered 1 April to 30 September 2018 during which time a total of 35 complaints were received. This was an increase of 14 from the same period in the previous year. 80% of these complaints were concerning grounds maintenance. Staff have addressed these issues with the contractors and will closely monitor this in the coming season.

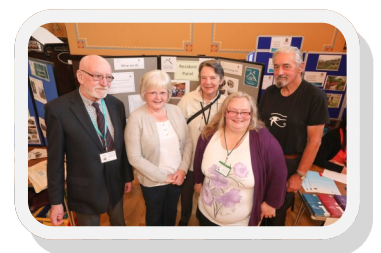
Members were delighted to hear that 84 compliments were recorded for the same period, with 55 for our trades team.

Policy Reviews & Approvals

- Sabbatical Policy was agreed. This will allow staff members to request an extended period of unpaid leave for a particular purpose. Members agreed the content and conditions in the policy.

Resident Panel Update

The Resident Panel have been really active recently attending informative training sessions on rent setting and tenant participation. They have set themselves a target to try and recruit new members to the panel in an effort to attract a wider group of tenants and sharing owners. We started by holding an introductory evening session. If you are interested in finding out more, contact Suzy Boardman, details below.



Anyone interested in getting involved with the Association can contact
Suzy Boardman on 01856 875253 ext 205 or suzy.boardman@ohal.org.uk
<http://www.ohal.org.uk/tenants/get-involved/>