

# Management Committee Update

Issue 15

May 2019



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).



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.

## Points of interest from the meeting

The Chair welcomed Roella Wilson and Jason Taylor to their first meeting, which was particularly full, with members receiving many of the annual governance and assurance reports. These include:

### Submissions to the Scottish Housing Regulator:

- **Approval of Annual Return on the Charter (ARC)** - following stringent processes to gather and examine the information in order to complete the Annual Return on the Charter, members discussed and approved the return.
- **5 Year Financial Projections** - The Association is required to submit 5 year projections based on this year's budgets and Business Plan following detailed examination by the Management Committee.
- **Loan Portfolio** - Provides details of the Association's current loan facilities.

**Committee Training Plan 2019/20** - A comprehensive plan was presented to Members, including Housing Sector & Regulatory Awareness from external trainers plus a series of relevant operational topics to be delivered by staff.

**SHR Regulatory Framework Compliance Plan** - Members were presented with a plan detailing compliance with the Regulatory Requirements & Standards (68). Currently we comply with the majority and are working towards compliance with the remaining 12, which must be complete by October 2019.

**Health & Safety Working Party report** - Suggested amendments to the Health & Safety Control Manual, noted reports from external consultants and progress with recommendations to date.

**Summer Engagement Event** - Members approved arrangements for the annual engagement tour for committee members, resident panel and staff which will be taking place on Wednesday, 28th August. We will visit Kirk Park, Orphir and various estates in Stromness in addition to the site at Upper Sunnybank.

**Annual Reports from Audit & Risk Management and Performance & Resource Sub Committees** - Assurances were received from the reports presented by the Chair of each Sub Committee. Members also received reports detailing decisions from each of the last Sub Committee meetings.

### Authority for Eviction

A Decree of Eviction was approved the case involved the event of continued non-payment of rent and failure to occupy. This is always viewed a last resort when we are unable to engage tenants to work with us to find a suitable resolution.

**If you are having difficulty paying your rent its important that you contact us as soon as possible.**

### Members present:

29 May 2019

- Wendy Baikie
- Philip Cook
- Linda Forbes (via Skype)
- Fiona Lettice
- John Rodwell
- Jason Taylor
- Bill Wallace
- Roella Wilson

## Development Governance

The Regulator published a *Thematic Enquiry into Development of Affordable Housing in Scotland* in March 2017. This sets out 10 Positive Principles to help mitigate the risks involved with developing social housing. Members were presented with a comprehensive report on how we aim to achieve these 10 Positive Principles.

## Development Update

- ◇ Work is progressing on the 8 rented homes at the fifth phase of the Walliwall site, Kirkwall.
- ◇ Plans and designs are being worked on for The Crafty site, Kirkwall and will be submitted to Planning as soon as possible.
- ◇ The design team have been appointed for the Upper Sunnybank, Stromness site and will be working on preliminary designs to be submitted to Planning.

## New Homes Satisfaction Survey Report

The Association collects data from tenants in new properties following the 12 month defects period to measure the satisfaction with the design to identify any features that can be considered in new projects. Surveys were sent to tenants at Sands Park, Deerness and Liberator Drive and Court Kirkwall. Largely tenants are very satisfied with the design of their homes. There were some helpful comments regarding the layout of the scheme with shared surfaces.

## Annual Reports:

- **Business Plan and Risk Management Report** - Members were updated on the 13 key actions in the plan, of which 9 have been completed, 3 partially completed and 1 carried forward. Of the 17 key performance indicators, 14 have been achieved and 3 have failed. The plan gives members assurance of the effective management of organisational performance and risks throughout the year.
- **Complaints & Compliments Report** - The number of complaints received in the past year has increased by 20 to 46. 96% of these were completed on time in accordance with the Scottish Public Service Ombudsman. It was another record year for compliments with 259 expressions of satisfaction and thanks received for the period 2018/19.
- **Annual Governance Report** - This report details the attendance of our voluntary committee members which sat at 76% for year ending March 2019. It also lists committee expenses which were 85% of the budgeted figure. Members averaged 28 hours of training for the year which far exceeds the target of 12 hours.

## Policy Reviews & Approvals

### Housing Management:

- Rented Allocations Policy - Following consultation with tenants and other customers the policy was updated to incorporate minor changes.
- A Prevention of Rent Arrears & Debt Collection Policy was approved to replace the former Resident Payment & Debt Policy to reflect the preventative approach being taken to help residents manage their rent payments.
- Estate Management Policy - Housing Officers will now undertake the routine inspections as part of a more pro-active approach to managing estates.

### Governance:

- Membership Procedures - The Company Secretary will now complete the final stage of the induction of new members.
- Email, Internet & Social Media and Anti-fraud, Bribery & Corruption Policies - references to the Computer Misuse Act 1990 were added to both.
- Entitlements, Payments & Benefits Policy was reviewed with no amendments required.
- Performance Management Policy - updated to reflect the new Regulatory Standards.
- Scheme of Delegations - Minor amendments to reflect the new Housing & Customer Services structure.

## Resident Panel Update

The Panel have been planning their tenant led inspection on the Estate Management process. This will see the group visiting a specified area to speak to local residents while following the current procedures.

After this exercise the group will get back together to discuss their findings before completing a written report to be presented to Management Committee before being made publicly available. For more info 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](mailto:suzy.boardman@ohal.org.uk)