

ORKNEY HOUSING ASSOCIATION LIMITED

# Annual Report

## 2018-2019



# CHAIR'S REPORT

This is my final Annual Report as Chair at OHAL. Having served nearly 5 years in the role, our Rules state I must now step down to allow someone else the opportunity. It has been a real honour for me, and I am confident the incoming Chair will enjoy the same levels of team work and support that I have.

People join, learn, develop and leave our Management Committee over time. In October 2018 we said farewell to Stacy Johnston, and at the start of 2019 we undertook a recruitment drive to attract new members to the Management Committee. We encouraged anyone interested to come along to meet the existing committee and find out more about the role. We then invited interested parties along to observe a meeting, giving an opportunity to ask questions and see how it all worked. This successful process has resulted in new members joining us in March, Roella Wilson and Jason Taylor.

We have seen some fantastic achievements during the past year. Highlights for me have been recording some of the highest tenant satisfaction levels during 2018, a testament to the 'Great Customer Service' we strive to provide. We appreciate our tenants and how they have supported us developing new housing. To show our commitment to listening to our tenants and residents, the committee plan to prioritise allocation of new-build housing to existing residents, and we aim to cap rent increases at no more than RPI for the next 5 years.

I very much enjoyed the summer engagement tour, visiting properties in Stenness, Quoyloo and Rousay. We were fortunate that one of our resident panel was a former resident of Rousay so was able to provide an excellent short tour of the island.



*John Rodwell*

There have been some significant changes to the staff teams with Christine Flett, Liz Melvin and Mike Cooper all retiring during the past year, after a combined 82 years service! We extend our best wishes to all of them for long, happy retirements.

In September we celebrated the 30th year of Orkney Care & Repair, a service that has done so much to help the people of Orkney remain in their homes. A very enjoyable commemorative tea party was held with lots of familiar faces and interesting stories from the early days of the service.

Looking forward, there are several challenges we face in the coming year. Firstly, we must submit our first Annual Assurance Statement to the Scottish Housing Regulator advising our self-assessment of compliance with the new Regulatory Framework. Additionally, the Freedom of Information Act is being extended to Registered Social Landlords and subsidiaries from November 2019 which staff are preparing.

Finally, I would like to extend my thanks to my committee colleagues and the Association's staff who have supported me so well and made my time in the Chair such a pleasure.



## Great Contribution to the Community

Being a trusted landlord and one which can support our customers with non-traditional housing needs is something that we are very proud of. Over the last year the Association and staff have made valuable contributions to several local charities and causes.

We have always been supporters of local charities, which help our tenants and the wider Orkney community. The Association offered support to charities that play an important role supporting households in our community; Orkney CAB, THAW Orkney and Orkney Drugs Dogs all received a corporate donation in the past year. The Blue Door Charity shop and Orkney Men's Shed benefited from some extra help from our Trades Team who cleared a base and foundation to accommodate their new store. During the last year Dementia Orkney and Crossroads received financial contributions collected from staff dress down days. We aim to show our support for a wide variety of services throughout the county whose objectives are reflective of our own.

The Association has supported wider

community benefits, working closely with NHS Orkney, leasing properties to provide accommodation for health care professionals delivering essential services in Orkney. The Partnership project has been successful so far and we aim to explore opportunities for other mutually beneficial projects in future.

June 2018 saw the launch of the national Make a Stand Campaign, promoting awareness and support for people affected by domestic abuse. We signed up in December to show our support for this campaign and pledged to:

- Make information available for local services helping people affected by domestic abuse.
- Help those experiencing domestic abuse to stay in their own homes where possible or assist them to find alternative, safe accommodation as quickly as possible.
- Work closely with Women's Aid and Orkney Domestic Abuse Forum to ensure that survivors receive appropriate support and assistance.



# Great Customer Service



The past year has seen a number of changes in Housing & Customer Services. Our new Head of Housing & Customer Services started in October 2018, leading to a new department structure designed to deliver even better services to our tenants and residents. Housing Officers will work generically and will be visible and approachable within our estates, allowing us to adopt a proactive and preventive approach to housing management issues to maintain estates that are desirable places to live.

## Welfare Reform

By April 2019, 64 tenants were in receipt of Universal Credit. Staff work with the local Job Centre and Citizens Advice Bureau to support tenants when making their claim, they can also offer assistance to maintain the claim and choose the most suitable option for making rent payments.

## Tenant Satisfaction Survey 2018

RESULTS BASED ON FEEDBACK FROM 309 TENANTS

**94%**

Overall, 94% of our tenants said that they were satisfied with overall service provided. 65% said they were "very" satisfied and only 1% said they were dissatisfied.

**85%**

of tenants think their rent is good or very good value for money



**92%**

of tenants said they were satisfied with the repairs service



**89%**

of tenants were satisfied with their home when moving in



**95%**

rated us positively for keeping tenants informed and 78% were satisfied with opportunities to take part in decision-making process.

**88%**

of tenants were satisfied with the quality of their home.

**86%**

of tenants were satisfied with our management of the neighbourhood they lived in.

To access a summary of the findings please email: [suzu.boardman@oha.org.uk](mailto:suzu.boardman@oha.org.uk) (telephone: 07730 522454)

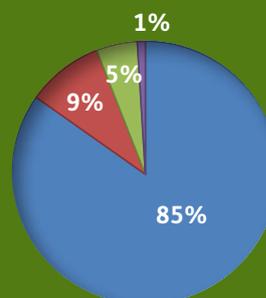
## Rent Collection

100.5% of annual rent receivable was collected during 2018/19.

We have introduced a new system with Allpay Ltd for direct debits offering more options and greater flexibility to make a rent payment on any date.

## We have helped 17 households into home ownership

Shared Ownership (SO)	9
Resales (SO)	2
New Supply Shared Equity - New sales	4
New Supply Shared Equity - Open Market Sales	2



## Where the money comes from:

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

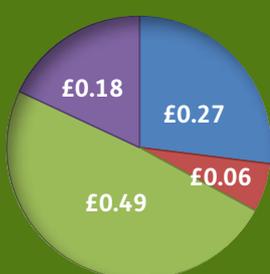
## Property & Improvements 18/19

Our planned maintenance programme saw improvements made to the following properties.

Heating	Cost
Glaitness Park Flats (part completed 2017/18)	£20,228
Grimond Place, Road, Square	£66,581
Graeme Park	£20,239
Millbank	£49,219
Johnston's Road	£23,208
Windows	
Bosquoy Road - Flats only	£55,822
Kitchens	
Queen Sonja Kloss Phase 1	£76,059
Howanbrek	£45,949
Facias & Soffits	
Howanbrek	£15,000
External Render	
Kirk Park – Skews & render	£31,952

85% of all our rented properties meet the Energy Efficiency Standard for Scottish Homes (ESSH), an increase of 5% since the previous year with plans in place to bring the remaining 15% to meet the standard by the end of 2020. The replacement heating programme is a factor that ensures our properties meet the ESSH standard. This year we received an interest free loan from the Scottish Government for £163,620 to assist with upgrading storage heating.

Completions including annual spend	
Walliwall 3	22 Rented
Walliwall 4	4 NSSE
Walliwall 5	8 Rented
The Dairy	6 Leased
<b>Spend in 2018/19 - £1,386,062</b>	



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

- Cost of running the organisation
- Services & factoring
- Repairing & improving homes
- Building new homes

### Allocations this year

- 104** new tenancies
- 82** re-lets
- 22** new lets
- Plus 8** mutual exchanges

## Orkney Care & Repair

Orkney Care & Repair Trust held a celebratory tea party in September 2018 to mark 30 years of Care & Repair operating in the county. The event was a huge success, with many people coming along to support the event and the service. Orkney Housing Association Chief Executive, Craig Spence and Councillor John Richards both highlighted the service, improvements and impact that Care & Repair has made to the housing stock and quality of peoples lives in Orkney over the last 30 years.

2018 also saw another milestone with their 9000th Small Repair Service Client! To mark this, 98 year old Hamish Flett was presented with a hamper of goodies.



Mr Flett said “...What a wonderful surprise... The Care & Repair service have done a few peedie jobs over the years for me and the new rail will likely be useful too. They are always cheery, helpful and do a super job. We are lucky to have such a good service here.....”

March 2019 saw the retirement of Mike Cooper, Care & Repair's long-standing Manager, who was instrumental in setting up the Care & Repair service back in 1988. Fraser Devine has taken over the role as Manager at Orkney Care & Repair.

Major Works/Adaptations	2018-2019
Service enquiries	<b>908</b>
Works completions	<b>194</b>
Advice only completions	<b>748</b>
Capital Expenditure, Completions	<b>£474,733</b>



Modern  
Apprentice  
Programme



School  
Careers  
Fair



Mhairi  
Hughes



Saffron  
Macivor



Christine Flett  
and  
Liz Melvin



Mike Cooper

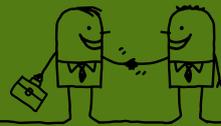
# Great Place To Work

## STAFF SURVEY 2019

We are delighted to report that:

**100%**  
of staff

- enjoy their job and understand their role
- are proud to say they work for OHAL
- agree their manager treats them fairly and with respect



Areas where improvements could be made include:



- internal communications
- internal consultation
- consultation feedback
- consider flexi-time

This year saw the fifth intake for the Modern Apprentice programme. We have extended the apprenticeship to 2 years, resulting in an SVQ Level 6 qualification. We attended the Developing Young Workforce Orkney careers event which provided a great opportunity to promote the wide range of careers in housing.

At OHAL we aim to develop existing staff to achieve vocational qualifications and this year we were delighted that **Mhairi Hughes** received a distinction in her Chartered Institute of Finance & Accounting, Certificate in Corporate Governance and **Saffron Macivor** successfully completed a Chartered Institute of Housing Level 5 Diploma in Housing.

We were delighted to welcome both **Paul Scott**, Head of Housing and Customer Services and **Fraser Devine**, Manager of Orkney Care & Repair and hope they both enjoy their new roles.

We said goodbye to **Christine Flett**, Senior Housing Officer, **Liz Melvin**, Head of Housing & Customer Services and **Mike Cooper**, Manager of Orkney Care & Repair following 25, 27 and 30 years service respectively.



# A SUMMARY OF OUR YEAR

It has been another quick and very successful year for everyone at Orkney Housing Association. As you can see from this year's report, we have continued to deliver in line with our Corporate Outcomes of a Great Place to Work, Great Customer Service and a Great Contribution to our Community & Society.

We continue to create opportunities for talented people to join our team, celebrating the contribution of those who retire, and bringing in new, highly skilled people. We continue to invest in developing our workforce, and were delighted at the 100% positive responses in our staff survey – particularly when every member of staff responding said they are proud to work for Orkney Housing Association.

Our services are of very high standards, and the very positive responses to our tenant satisfaction survey confirm that. The repairs service has really excelled this year, and it was great for the Association to collect an award from the Minister for Local Government and Housing for best new Rural Development of the year for Sands Park in Deerness.

The communities we live and work in here are important to us all, and through our Wider Role, we have sponsored five local charitable

organisations directly, and several others indirectly. We actively encourage staff in their support for local charities as it is our belief that it takes far more than a house to support a stable, connected and happy community and by making a 'great contribution to the wider community' we all benefit.

The coming year will bring its own new challenges, but with the continued support and dedication of our excellent team, we stand in good stead to continue delivering some of the best housing services around.



RIHAF Award Presentation

## KEY PERFORMANCE INDICATORS

Data	Target	Actual	
<b>Governance</b>			
Staff absence	2.5% or less	2.1%	✓
Staff training completed	75% or more	69%	X
Management committee effectiveness	80% or more	99%	✓
Complaints response time	95% or more	96%	✓

<b>Housing</b>			
Rent arrears	3.8% or less	4.29%	X
Re-let times (days)	13 days or less	9.8	✓
Satisfaction with re-let standards	90% or more	98.5%	✓

<b>Finance</b>			
Management and maintenance admin costs per unit	less than £1,545	£1,443	✓
Reactive maintenance costs per unit	less than £680	£548	✓
Operating cost budgetary variance	95-105% out-turn	95.7%	✓
Interest cover	more than 110%	234%	✓
Debt to net worth	less than 40%	24%	✓

<b>Properties</b>			
Emergency repair response times	100%	97.96%	X
Non-emergency repair response times	90% or more	95.45%	✓
Average defects per unit	5 or less	2.9	✓
Satisfaction with repairs service	95% or more	97.93%	✓
Compliance with Energy Efficiency Standard for Social Housing (EESH)	more than 85%	85.3%	✓



OHAL Summer Engagement Tour

## SUMMARY FINANCES 2018/19

Income and Expenditure		
17/18		18/19
£'000		£'000
4,267	Income from lettings etc	4,512
349	Other income	331
57	Surplus on property sales	81
10	Investment income	10
(1,340)	Repairs and maintenance	(1,251)
(153)	Improvements & adaptations	(30)
(8)	Irrecoverable rents	(12)
(1,282)	Other operating costs	(1,283)
(554)	Mortgage interest etc	(681)
(929)	Property depreciation	(949)
417	Net surplus	728
4	Pension deficit adjustment	(385)
421	Surplus for year	343

Balance Sheet		
17/18		18/19
£'000		£'000
87,805	Housing properties etc	87,812
1,142	Net current assets	827
(62,290)	Capital grants	(61,492)
(18,805)	Long term loans	(18,550)
(388)	Pension deficit creditor	(790)
7,464	Net assets	7,807
7,464	Capital & reserves	7,807

### OHAL Contact Details:

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