

Management Committee Update

Issue 21

May 2020



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. An update is issued following each formal Management Committee meeting (6 per year).

OHAL Management Committee

Once again, technology has come to our aid and has enabled our committee meeting to go ahead as scheduled.

All members were "present" virtually via Zoom, including 3 staff members who were working from home.

Those in the office practiced social distancing and the meeting went very well with only minor technical 'glitches'.



**Members present
27 May 2020**

Via Zoom -

- Wendy Baikie
- Philip Cook
- Dave Dawson
- Linda Forbes
- Fiona Lettice
- John Rodwell
- Jason Taylor
- John White
- Roella Wilson
- Bill Wallace
- Elaine Grieve

CORONAVIRUS UPDATE - we are still "open for business" but to ensure the safety of our customers and staff the inner front-door is locked with an intercom system in place. Please, if you need to contact us do so via phone, email or message our Facebook page. Minimum "essential staff" continue to operate from within the office, with more staff working remotely from home. We continue to review this in light of guidance from the Scottish Government.

COVID 19 – Safely delivering Services

Members received an update on the impacts of the COVID-19 global pandemic on OHAL, and the steps which have been taken to safely deliver essential services.

Measures were being taken in conjunction with other charities looking at ways to support families who may be struggling at this time.

A survey had gone out to all staff seeking views on plans for ensuring safe working as we move into future phases of COVID-19 planning. 100% of staff responded and provided a lot of positive comments and feedback.

Governance Matters

Scottish Housing Regulator Self Assessment Update

Members agreed that no material changes were required to be made to the Annual Assurance Statement, noted the Notifiable Events reported to the Scottish Housing Regulator as a result of the COVID-19 pandemic, noted the position with regards to Equalities & Human Rights, noted feedback from the Scottish Housing Regulator regarding our first Annual Assurance Statement, noted the position regarding our 2020/21 Engagement Plan, the contents of a letter from the Regulator regarding COVID-19 reporting requirements and that our first report has been submitted.

Performance

Complaints & Compliments Report

The number of complaints received in the 2019/20 increased by 28 to 68. 96% of these were completed on time in accordance with timescales set by the Scottish Public Service Ombudsman.

It was another record year for compliments with 248 expressions of satisfaction and thanks received for the period 2019/20.



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 and identify any features that can be considered in new projects.

Surveys were sent to tenants at the Walliwall Phase 3 development. All the tenants who responded said they are satisfied with their new homes. There were some helpful comments regarding heating systems, and the layout of the scheme with shared surfaces.

GOVERNANCE

Annual Governance Report

This report details the attendance of our voluntary committee members which sat at 76% for the year ending March 2020. Members averaged 24 hours of training for the year which far exceeds the target of 12 hours. The committee member expenses budget was underspent so has been reduced for 2020/21.

In accordance with the Entitlements, Payments & Benefits Policy and Procedures, Register of Interest Forms were completed and returned by all members.

The report also contained General Data Protection Regulation (GDPR), Freedom of Information (FOI) and Environmental Information Regulations (EIR) statistics which are required to be reported annually.

Strategy

Development Update

Members received an update on the current status of proposed developments at Upper Sunnybank in Stromness and Evie, and approved the final costs for the Walliwall 5 project.

Development Projects (The Crafty & Kirk Park)

Members were asked to make a decision on whether to progress these projects, taking into consideration a number of issues.

Members stressed that they were keen to support the local construction industry but were also aware of having to balance a range of risks and extra costs due to the current pandemic. They agreed that the funding grant offer be accepted, with further updates to be presented at the next meeting.

Loan Portfolio

Part of the Regulatory regime is to provide details of the Association's current loan facilities to the Regulator. This was approved by members for onward submission to the Regulator.



Anyone interested in getting involved with the Association can contact Suzy Boardman at enquiries@ohal.org.uk