

# Management Committee Update

Issue 24



August 2020

ORKNEY  
HOUSING  
ASSOCIATION LIMITED

Orkney Housing Association is governed by a voluntary Management Committee elected at our AGM. **This year's AGM is being held by Zoom on 16th September, and if you wish to attend, please email us enquiries@ohal.org.uk.** 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

Staff and Members have found that the online meetings have been working well and will be continuing in this format in future as we navigate new ways of working.

Online meetings have been an extremely useful way to keep everyone connected throughout the lockdown period and we hope will continue.



**Members present  
26 August 2020**

**Via Zoom -**

- Wendy Baikie
- Philip Cook
- Dave Dawson
- Linda Forbes
- Fiona Lettice
- John Rodwell
- John White
- Roella Wilson

## GOVERNANCE MATTERS

### Scottish Housing Regulator Self Assessment Update

Members noted that there had been no changes since the May meeting. The Annual Assurance Statement will be presented at the October meeting with all the evidence being presented to members before the meeting.

### Governance Report

This report normally goes to Audit & Risk Management Sub-Committee and provides an update on Regulatory Guidance and other governance matters. Some of these matters are outwith the Association's control (Brexit, economic impact of COVID, Universal Credit/DWP changes, etc) but Committee were assured that the Leadership Team were looking at ways of dealing with these.

### 2019/20 Business Plan and Risk Management Report

Members received a paper which provided assurance of effective management of organisational performance and risks during 2019/20. It detailed Business Plan key actions as well as updates

## TENANT SATISFACTION SURVEY

Members were pleased to receive an extremely encouraging report from the recent satisfaction survey, particularly with regards to Customer Service (increase from 93% in 2018 to 97%), Repairs & Maintenance (92% to 96%), and Grounds Maintenance (48% to 57%). Overall service satisfaction increased from 94% to 97%.

Tenants' top 5 issues of greatest importance were:

- ◇ Keeping Rents Affordable – **75%**
- ◇ Keeping the costs of heating your home as affordable as possible – **57%**
- ◇ Having a safe neighbourhood to live in – **57%**
- ◇ The overall quality of your home – **52%**
- ◇ Repairs being done quickly – **48%**

## Development Update

- ⇒ The Crafty - Work on this site had been delayed but is due to commence shortly
- ⇒ Kirk Park, Orphir - design work is well underway with works on site due to commence when all revised Statutory Consents are in place
- ⇒ Walliwall - design work is progressing and a Development Brief is due to be considered in October, following by a full Planning Application for 14 rented and 6 NSSE properties.

### Affordable Housing Supply Programme

Members authorised acceptance of the Programme Agreement covering 2020/21 which had been revised to reflect the changes in our Development Programme since the original was agreed.



### Report & Financial Statements

The report and financial statements, having already been scrutinised by the Audit & Risk Management Sub-Committee, were presented along with a letter from the auditors assuring them that the accounts had passed all of the audit tests and that there were no matters to be brought to their attention.

The Report & Financial Statements will be presented to general members at the AGM.

### 5 Year Financial Projections

Members received an update on the 5 Year Financial Projections submission dates and process, and agreed that this be delegated to the Performance & Resources Sub-Committee to scrutinise and approve the return for submission to the Scottish Housing Regulator.

### New Deposit Account

Members gave authority to staff to open a new deposit account with the Charities Aid Foundation and will receive a presentation on the organisation.

### Annual Reports:

- Annual Internal Audit Report - As well as providing assurance to members, they were informed of recommendations made during the year resulting from the audits conducted: Corporate Governance & Risk Management, and GDPR.
- Annual Report from Audit & Risk Management Sub-Committee - This report summarised the work of the Sub-Committee during the year and provided assurances to Management Committee that the systems of internal controls at OHAL were effective and supported good governance.
- Annual Report from Performance & Resources Sub-Committee – This summary report highlighted the work of the Sub-Committee over the year and informed members that OHAL were in a sound financial position.

### Staffing Update

This month saw several changes:

- Following a successful recruitment, Angela Fitzpatrick joins us as Finance Officer on 01 September, following the retirement of Katherine Skea after 24+ years service.
- Our Energy Officer, Robert Leslie, has accepted the post of Manager of THAW Orkney. He will work 4 days with THAW and one day with OHAL.
- Shannon Tait, our current Modern Apprentice, has been successful in applying for another post and we wish her all the best for the future.

## Change it up and Zoom with us

As we have all seen, many of the things we were used to doing face to face have moved online due to COVID-19. We could be engaging with a much wider group of tenants by moving our participation activities online.

We would love to know if you are interested in joining a Zoom coffee and catch up, the only downside being you have to bring your own coffee and cake! If this sound like something you might be interested in, drop me an email:

[suzy.boardman@ohal.org.uk](mailto:suzy.boardman@ohal.org.uk)

