



# Annual Report 2019-2020



Walliwall in winter

# CHAIR'S REPORT

I am delighted to have been appointed as Chair of Orkney Housing Association in October 2019 and firstly must pay tribute to our outgoing Chair, John Rodwell, who had served the Association in this office for the previous 5 years. John led the Association professionally, with compassion and empathy for our tenants and sharing owners, while always mindful of our core values. He chaired our meetings with great knowledge and good humour and we are very pleased he has decided to continue as a member of the Management Committee.

It's quite difficult to write this report as we are still in partial lockdown due to Covid 19, and while trying to adjust to whatever the "new normal" may be, our very successful year to March 2020 seems a distant memory.

John reported last year that among the leavers were our Head of Housing and our Manager of Care and Repair. I am pleased to report that their replacements in these senior posts, Paul Scott in Housing & Customer Services and Fraser Devine in Care & Repair are both now fully conversant with their roles and they both bring valuable experience and knowledge to the Association. I'd like to thank them and all the staff on behalf of the Management Committee. We appreciate all of your efforts towards our main aims of providing Great Customer Service and a Great Contribution to the Community, while also being a Great Place to Work.

We were delighted to welcome 3 new committee members in 2019, John White, Roella Wilson and Jason Taylor, and our thanks went to John Stockan who decided it was time to leave us after many years of great service. We were also delighted to present our staff member Maria Black with a long service award having been with us for 20 years.

Members of both the Management Committee and the Tenants Participation Group enjoyed a lovely summer's day at our engagement event. This took us to Kirk Park in Orphir and to Stromness, giving everyone the opportunity to see our existing houses and also sites earmarked for development. As well as that, we held a successful joint tenant conference with Orkney Islands Council (OIC) with many local speakers providing information for our tenants, OIC tenants and even tenants from Highland Council, the Wick Interested Tenants Group.

After a great deal of hard work and evidence gathering by all the staff, we prepared and submitted our first Annual Assurance Statement as now required by the Scottish Housing Regulator. We also made changes to our Allocations Policy giving more options to existing tenants after consultation following the enactment of The Housing (Scotland) Act 2014.

Saving possibly the best news till last, in June 2019 after stiff competition from Cunningham Housing Association, Dunedin Canmore and The Home Group, we were crowned Scottish Housing Association of the Year at the Scottish Home Awards, which is a huge achievement and a real celebration of the hard work of Committee and staff.



Fiona Lettice, Chair

A handwritten signature in black ink, appearing to read "Fiona Lettice".

Fiona Lettice, Chair

# Delivering Great Customer Service

We are very proud of the services we deliver and in particular delivering great customer service. To help us in continuing to deliver high quality services we have asked our tenants and residents their views on a wide variety of topics.

## Allocations Policy

In the first instance our new build properties are allocated through a local lettings initiative. This gives preference to existing OHAL tenants with a housing need. It also means two households in the community benefit for each new property we build.

**2019/20 we helped 83 households into new homes through new tenancies or Shared Ownership resales**



There has been an increase in the number of people applying for Universal Credit (UC) as a result of the pandemic and there has been much more focus on tenant support, ensuring tenants can manage and sustain their tenancy during such difficult times. We continue to work in close partnership with Citizens Advice Bureau to assist with longer term budgeting and debt advice.

## Anti Social Behaviour Policy

Our new policy aims to provide additional support to victims of ASB. We look to achieve this through building on strong links with partners such as Police Scotland and Orkney Islands Council.

## Garden & Grounds Maintenance

We aim to keep all of our estates looking neat and tidy and part of this is regular grass cutting. This year we asked our tenants for their opinion on the service and will consider this in how we deliver services in future.

## ALLOCATIONS THIS YEAR

- **78** new tenancies
- **70** of these were relets
- **8** were new lets
- In addition there were **5** mutual exchanges

The team have been working on digital inclusion to help tenants access information and services online. We have digitalised a lot of our internal procedures and made customer forms available online and this will continue to progress. Housing Officers are equipped to complete UC Applications online with tenants in their own homes.

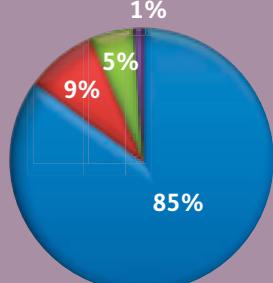
Satisfaction Survey comparison			
Indicator	2020	2018	
Overall service satisfaction	<b>97%</b>	94%	
Good at keeping tenants informed on decisions	<b>98%</b>	95%	
Satisfied with opportunities to participate	<b>88%</b>	78%	
Satisfied with the quality of their home	<b>96%</b>	88%	
Satisfied with the repairs and maintenance service	<b>96%</b>	92%	
Satisfaction with the management of the neighbourhood	<b>87%</b>	86%	
Good value for money	<b>87%</b>	85%	



Our 2019-22 Business Plan revealed

## Where the money comes from:

- Rent
- Shared Ownership occupancy charge
- Services & factoring
- Other



## Property & Improvements

During the past year we carried out improvements to the following properties as part of our planned maintenance programme.

Heating Upgrades	Cost
Mackenzies Pk, Dr & Pl (12 properties)	£37,629
Quilco (15 properties)	£59,427
Watson Cl, Dr & Pl (9 properties)	£42,110
Hamnavoe (24 properties)	£16,094
Misc properties (4 properties)	£14,998

### Windows & Door replacements

6 doors and 69 windows at 48 properties	£52,721
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### Kitchens

Queen Sonja Kloss (17 properties)	£87,452
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We have been working hard to achieve full compliance with the Energy Efficiency Standard for Scottish Homes (EESSH) - currently 94.6% of our rented stock meet this. However, like most things this year the current pandemic has prevented progress with planned heating replacements and Energy Performance Certificates. Given the current restrictions it is likely that the figures for next year will be impacted too.

Completions & Annual Spend		
Developments	Number of Properties	Annual Spend
Walliwall Place	8 rented	£1,004,343

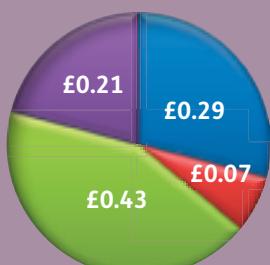
## Reactive Repairs

# 100%

Emergency repairs completed within the timescale (6 hours or under)

Routine repairs completed within the timescale (20 days or less):

# 95%



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

- Cost of running the organisation
- Services & factoring
- Repairing & improving homes
- Net interest payable

## Orkney Care & Repair

### Key Performance Indicators

#### Major Work/Adaptations

Service Enquiries	748
Works Completions	200
Advice Only Completions	558
Capital Expenditure - (Completions)	<b>£345,279</b>

#### Small Repairs/Handyman Service

Service Enquiries	1,098
Cases Complete	1,176
Total Cost of Work	£35,151
Average Cost Per Repair	£29
<b>Total Enquiries All Services</b>	1,846
<b>Total Completions All Services</b>	1,934
<b>Total Spend</b>	<b>£380,430</b>

Orkney Care & Repair have produced their own Annual Report which details more of the work they have done throughout the past year.



Rent Collection  
98.5%

of annual rent receivable was collected.



## Tenant Day

August 2019 saw another successful, OHAL/OIC tenant day held at the St Magnus Centre. A programme of talks on topics from how to avoid online scams, home fire safety to getting help to reduce energy bills were very interesting and enjoyed by all. The event was well supported by many local organisations and charities providing information on their services, which was very much appreciated.

We were also joined by the Wick Interested Tenants Group as part of our Annual Exchange Programme.



*Prize winners at Orkney Tenant Conference 30.08.2019*

## Resident Panel

Panel members carried out a scrutiny project during 2019, looking at estate management. They received training at the start of the year, on tenant involvement in procurement, leading to discussion around garden and grounds maintenance. The panel observed aspects of managing contractors and standards of service

before examining policies, procedures and contract specifications.

A tenant led inspection was carried out to a shared OHAL/OIC estate. During this visit they spoke with other tenants about their personal experience of how their local area is managed. Their report was presented to Management Committee in November.

# Summer Engagement

Committee and Resident Panel Members joined staff on a Summer Engagement Tour around estates in Ophir and Stromness, demonstrating the range of housing provided, with some dating

back to 1989. Members spoke with local tenants and viewed potential future development sites at Kirk Park in Ophir and Upper Sunnybank in Stromness.



## Staff Achievements

### GRADUATIONS

2019 saw **Leanne Omand** (SVQ3), **Shannon Tait** (SVQ2) and **Aimee Leask** (SVQ3) graduate with their Business & Administration qualifications. All three have been part of our Modern Apprentice Programme to help develop the young workforce. Leanne and Aimee are both now Customer Service Assistants, while Shannon continues to work and train with us towards her SVQ3.

### NEW STAFF

Joining the Housing Services Team was **Alan Sim** who became our 4th Housing Officer in November.

### RETIREMENT

We said goodbye to **Colin Gunn** in September 2019 following 15 years of service.



**Leanne Omand, Shannon Tait and Aimee Leask**



**Alan Sim**



**Colin Gunn**



**Maria Black receiving her long service award from John Rodwell**

## KEY PERFORMANCE INDICATORS

	Data	Target	Actual
<b>Governance</b>			
Staff Absence – the level of Staff absenteeism	2.5% or less	2.4%	✓
Staff Training & Development	75% or more	78%	✓
Complaints Response Time	95% or more	96%	✓
<b>Housing</b>			
Rent Arrears (Current tenants)	4.5% or less	4.18%	✓
Re-Let Times (days)	12 days or less	6.7	✓
Satisfaction with Re-Let Standards (standard of home)	90% or more	92%	✓
Anti-Social Behaviour resolved within target	90% or more	88.3%	✗
<b>Finance</b>			
Management and Maintenance administration costs per unit	less than £1,520	£1,437	✓
Reactive Maintenance costs per unit	less than £680	£534	✓
Interest Cover	more than 110%	232.9%	✓
Debt to Net Worth (BoS)	less than 40%	23.5%	✓
<b>Properties</b>			
Emergency Repair Response – on time	100%	100%	✓
Non-Emergency Repair Response – on time	90% or more	94.74%	✓
Satisfaction with New Homes	90%	100	✓
Satisfaction with Repairs Service	95% or more	98.71%	✓
Compliance with Energy Efficiency Standard for Social Housing (EESSH)	95% or more	94.60%	✗
<b>Community/Care &amp; Repair</b>			
Grant & Client Spend	£450,000 or more	£380,430	✗
Small Repairs Service Cases completed	1,000 or more	1176	✓

## SUMMARY FINANCES 2019/20

Income and Expenditure			Balance Sheet		
18/19		19/20	18/19		19/20
£'000		£'000	£'000		£'000
4,512	Income from lettings etc	4,817	87,812	Housing properties etc	87,382
331	Other income	396	827	Net current assets	966
81	Surplus on property sales	11	(61,492)	Capital grants	(60,880)
10	Investment income	13	(18,550)	Long term loans	(18,191)
(1,251)	Repairs and maintenance	(1,204)	(790)	Pension deficit creditor	(26)
(30)	Improvements & adaptations	(100)	7,807	Net assets	9,251
(12)	Irrecoverable rents	(11)	7,807	Capital & reserves	9,251
(1,283)	Other operating costs	(1,442)			
(681)	Mortgage interest etc	(672)			
(949)	Property depreciation	(1,010)			
728	Net surplus	798			
(385)	Pension deficit adjustment	645			
343	Surplus for year	1,443			

**Available in large print on request**

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