

Orkney Housing Association is governed by a voluntary Management Committee elected at our AGM. 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 and services delivered by our excellent staff 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 (normally 6 per year).

Members present 25 November 2020

Via Zoom:

- Wendy Baikie
- Philip Cook
- Linda Forbes
- Fiona Lettice
- Jason Taylor
- Bill Wallace
- John White
- Roella Wilson

Our Management Committee



Top: Fiona Lettice, Bill Wallace, Wendy Baikie, Philip Cook, Dave Dawson
Bottom: Linda Forbes, John Rodwell, Jason Taylor, Roella Wilson, John White

GOVERNANCE MATTERS

Annual Assurance Statement (AAS)

This standing item at each meeting evidences continual self assessment against the Regulatory Framework. Members agreed that no material changes were required to be made to the Annual Assurance Statement since its submission, noted that no Notifiable Events have been reported to the SHR, that there were no amendments to the list of Governance related policies, and noted the additions to the Evidence Bank.

Policy Reviews

Members approved changes to the Committee Member Training & Development Procedure, and an amendment to the Scheme of Delegations.

Revised 2020/21 Budget

To ensure that the Association remains well run, members were asked to approve a revised budget for the current financial year. This revision resulted from unforeseen factors mainly impacted by the COVID-19 pandemic. The decision was taken to inform members of the additional surplus, which has resulted mainly due to the fact we have been unable to proceed with planned maintenance and property improvements this year. This surplus will be added to reserves to enable future works to be carried out to maintain the high standards of our properties.

6 Month Complaints & Compliments Report

Information on the number of complaints received in the first 6 months was presented to members. 42 complaints were reported (6 less than last year). Of these, 21 were in connection to the garden and grounds maintenance service, 11 of which were upheld. On a more positive note, during the same period we received 23 unsolicited compliments.

STRATEGY

2021/22 Business Planning Programme

Members were updated on plans to review the current Business Plan, in light of COVID-19 impacts, and in line with Scottish Housing Regulator guidance. They will hold a strategy day on December 9th - by Zoom. Following review, the final version will be presented to Committee for approval in March 2021.

2021/22 Rent Review

Members considered how COVID and other issues affect tenants, rents and the Association. Comparisons were made with similar sized & located landlords and consideration was given to affordability, Scottish Housing Regulator guidelines and requirements of the Housing (Scotland) Act. After discussion, members confirmed the 2-year rent plan, consulted on last year for an RPI-only increase of 1.1% for 2021/22 and agreed to freeze the sharing owners' annual management fee and increase their annual insurance charge to cover actual costs.

Authority for Eviction

Members approved a Decree of Eviction for one case involving continued non-payment of rent. This is always viewed as a last resort. They were also updated on progress with 3 previous cases. If you have difficulties paying rent, please speak to your Housing Officer.

Arrears & Bad Debts Write Offs

Members received an update on debts incurred by tenants which we have deemed to be irrecoverable. Although there were no write-offs this quarter, 2 are anticipated later this year or early next year, as a result of sequestrations, with a combined total of £5,000.

DEVELOPMENT UPDATE

- ⇒ The Crafty, Kirkwall: work is well underway on the 12 units proposed for this site.
- ⇒ Kirk Park, Orphir: the site has been set up and dug out, with the foundations due to be poured in the next few weeks.
- ⇒ Walliwall, Kirkwall: a planning application for 14 rented and 6 NSSE properties has been submitted.

Business Plan Progress

This report detailed the progress made with the 2020/21 Business Plan which can be viewed on our website. Of the 15 actions in the operational plan, 1 has been completed, 4 partially and 10 are not yet due. Of the 18 Key Performance Indicators (KPIs), 10 were achieved, 7 were not but are expected to be achieved at the financial year-end, and one is an annual figure which is not yet available.

Members also received an update on internal control measures and monitoring of the risks contained in the Risk Register.

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. We would also like to know if there are any tenants that would need some help to get online to join in. If this sound like something you might be interested in, drop me an email: suzy.boardman@ohal.org.uk

