

Orkney Residents' Panel

Minutes of meeting held on Tuesday 18 May 2021 Via Zoom

Present: Chris Soames (Tenant OHAL) John Foster (Sharing Owner, OHAL) Linda Lennie (Tenant OIC) Kath Fennel (Sharing owner, OHAL) Keith Foubister (Development & Infrastructure OIC) Linda Sinclair (Housing Management OIC) Richard Flett (Property & Development Manager OHAL) Suzy Boardman (Communication & Engagement Officer, OHAL)

Apologies: Pat Law (Tenant OIC) Frances Wiles (Tenant OHAL)

Facilitator:

Minutes: Suzy Boardman

Item	Action
<p><u>Welcome</u></p> <ul style="list-style-type: none">– SB Welcomed everyone to the meeting and enquired how everyone was managing and getting on. SB welcomed KF, LS & RF to the meeting and asked everyone to introduce themselves.	
<p><u>OIC Planned Maintenance Programme</u></p> <p>KF had been invited to join the meeting to explain the process of how planned maintenance was arranged and delivered.</p> <p>KF explained the difference between planned maintenance – as certain parts of a property has certain life spans which need replacing once they have reached the end of that life span, such as kitchens, windows and doors. Of course if these things get damaged before their end of life cycle they would be either repaired or replaced. All of this information is gathered into a spreadsheet which KF and his team monitor so they are able to let Housing Management when certain things need doing. Planned maintenance is carried out in schemes to give the benefit of scale and costs.</p> <p>Cyclical maintenance consists of items that need checking regularly, such as smoke alarms and boilers.</p> <p>Reactive repairs are very much as they happen and are extremely difficult to plan for as its impossible to know what will come in.</p> <p>The budgets for all of these have to be carefully managed so as there is enough to cover both the work being planned but leaving enough for what might come in as a reactive repair.</p> <p>Once plans have been drawn up – housing management will send out letters to the tenants to let them know when the work will be getting done.</p> <p>Also part of all this there are initiatives from the Scottish Government to help improve the standard of the houses such as Scottish Housing Quality Standard (SHQS) & Energy Efficiency Standard in Social Housing (ESSH) which is very</p>	

<p>much to improve the efficiency of heating systems some of which can be funded through loans and funding from the Scottish Government.</p>	
<p><u>OHAL Planned Maintenance</u></p> <p>RF thanked KF for giving a thorough explanation of the process and said that OHAL very much follows a similar method with the planned maintenance programme – looking at the life cycles of certain components when agreeing the scope of works for the year ahead. RF explained that he has to present his plans to OHAL management committee before proceeding.</p> <p>RF also mentioned that where possible the building officers will discuss any options available with tenants, such as kitchen worktops and doors. Both RF & KF said that in most cases the contracts are agreed so that items such as window are the same for the whole scheme to give the economies of scale.</p>	
<p><u>OIC TP Officer Update</u></p> <p>LS gave a verbal update that although the post had been advertised and interviews held there had been no suitable candidates and therefore the department would have to review the role and look for a way forward. It was suggested that as its currently only a part time job its not as attractive if it were full time. In the meantime LS has said she will attend any meetings etc.</p> <p>KF/LS/RF left the meeting</p>	
<p><u>Meeting with Caithness & Sutherland Interested Tenants – 27 May 11am</u></p> <p>SB mentioned that she had arranged an informal meeting with Highland Council Tenants in Caithness & Sutherland. The meeting will be an opportunity to see some familiar faces and speak about experiences of tenant participation during lockdown.</p> <p>SB mentioned the meeting would be on Teams and would send everyone a link.</p>	
<p><u>Update on Northern Tenant Partnership</u></p> <p>SB gave a quick update on the previous meeting of the Northern Tenant Partnership, which gave participants the opportunity to discuss ideas and suggestions for the group. Orkney currently had 3 people attending regularly and is a good opportunity to find out what's happening in other areas.</p>	
<p><u>Update on Regional Network</u></p> <p>The Regional Network had its AGM at the weekend, no attendees from Orkney.</p>	

<u>AOCB</u>	
Session concluded: 3.45pm	
Date of next meeting: Thursday 27 May 11am	

DRAFT