

Orkney Housing Association is governed by a voluntary Management Committee elected at our AGM. The Committee's role is to set strategy and monitor our 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.

We send out an update like this after each formal Management Committee meeting (normally 6 per year).

**Members present  
01 December 2021**

**Via Zoom:**

- Philip Cook
- Linda Forbes
- Fiona Lettice
- John Rodwell
- 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

### Self Assessment Update

This standing item at each meeting evidences how we are complying with the Scottish Housing Regulator's 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, the amendments to the list of Governance related policies, and additions to the Evidence Bank.

### 6-month Complaints & Compliments Report

Information on the number of complaints received in the first 6 months was presented to members. 36 complaints were reported (6 less than last year). The average number of days taken to resolve a Stage 1 complaint was 4.12 (target = 5) and Stage 2, 13.33 (target = 15). 56% were upheld with lessons learnt including amendments to internal procedures and staff training in certain areas, which we hope will enhance communications with our customers. On a more positive note, during the same period we recorded 79 unsolicited compliments which we were delighted to receive.



### Annual Committee Meeting Schedule

Members agreed a proposed schedule of meetings for 2022/23. These will continue to be held virtually until such time as members can safely meet again in person.

## Governance

### Sub Committee Reports

Performance & Resources Sub-Committee: Members noted that at the end of Quarter 2, 13 out of 19 KPIs are being met. Q2 finances indicated a possible year-end surplus due to delays in planned & cyclical maintenance. Care & Report reported a busy quarter for their services.

Health & Safety Working Party: Members noted that a full report of the ACS Audit of Health & Safety Management System would be presented to the next H&SWP meeting. Routine health and safety checks continue to be carried out in the office and no accidents or near misses had occurred. Monthly workshop inspections also continued with no areas of concern.

#### Policy Reviews

Members approved a revised Equality, Diversity & Human Rights Policy, and amendments to the Internal Audit Policy and the Recruitment & Selection Policy.

#### Staffing News - changes in Finance

- ◆ Glynis Farquhar retired as Finance Officer.
- ◆ Cat Browne was successful in securing a full-time Finance Assistant post; and
- ◆ Fiona Dart has joined as us to fulfil the part-time Finance Assistant position.

### Rent Review

Members received a comprehensive paper to enable them to make a decision on proposed rent and occupancy charge increases for three years starting in April 2022.

Following a full discussion, members recognised the pressures facing our tenants and sought to keep rises to a minimum. They agreed recommendations for a consultation with residents to take place in January 2022, outlining 3 Options for rent increase.

They agreed to increase the annual insurance charge for owners and sharing owners to £64.80, to cover insurance costs and also agreed that the annual management fee for sharing owners should remain frozen at its current annual charge of £340.08 for a year.

### 2021/22 Business Planning

Members noted the position with the Association's new 3-year Business Plan covering 2022-25. Key dates for meetings/strategy planning had been agreed for the new plan to be ready for approval on 30 March 2022.

### Revised Budget

As has been the practice for the last three years, members received a re-forecasted budget after half-year results had been finalised. This process involved all budget-holders and provided the most up-to-date forecast of this year's financial outcome and was approved by members.

## Development Update

- ⇒ The Crafty, Kirkwall: work is progressing with the 12 rented properties due to complete at the end of February 2022.
- ⇒ Kirk Park, Orphir: work is progressing with the 8 rented properties due to complete in January 2022.
- ⇒ Walliwall Phases 6 and 7, Kirkwall: works are progressing well for the 14 rented and 6 NSSE properties.
- ⇒ Evie: 4 rented and 2 NSSE properties are planned for this site with an expected completion date of February 2023.