



# Management Committee Update

Issue 35

May 2022

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  
25 May 2022**

**Via Zoom:**

- Linda Forbes
- Fiona Lettice
- John Rodwell
- John White
- Roella Wilson

## Annual Return on the Charter (ARC) 2021-22

The "Annual Return on the Charter" is submitted each year to the Scottish Housing Regulator to monitor our and other landlords performance across the whole of Scotland. The Regulator publishes this information to allow tenants and anyone else who is interested an easy way to compare landlord performance.

- Non-emergency repairs rose from 1364 to 1799 but the average time taken to complete repairs dropped from 14.58 to 13.01 days.
- Repair satisfaction surveys increased from 174 to 289 with satisfaction rising from 98.85% to 99.31%.
- The continued, proactive approach to rent arrears and debt management saw zero evictions and gross rent arrears fall from 3.9% to 3.61%.
- 308 properties failed the Scottish Quality Housing Standards which are being addressed as quickly as possible.

## Complaints & Compliments Report

The number of complaints received in 2021/22 increased by two from the previous year (70 to 72). 94.4% were responded to within Scottish Public Services Ombudsman timescales. 29% (21) were about housing applications, 24% of which were upheld. Garden & Grounds Maintenance complaints reduced from 32 to 12.

We were pleased to receive 192 (last year 114) unsolicited compliments and expressions of appreciation for services provided.



## Staffing / Recruitment

Members noted that we hope to have 2 new members of staff join us within the next month and an offer for the remaining vacancy had been issued. Members also noted progress with staff professional training and development qualifications.

Members were formally advised of Sandy Dennison's intention to retire later this year, after 20+ years' service and agreed the recruitment process for the replacement Finance Manager role.

## 5 Year Financial Projections

As part of its Financial Security regime, the Association submits 5 year financial projections annually to the Scottish Housing Regulator.

The projections are used by the Scottish Government to assess the Association's medium-term financial viability. Members received a detailed report for scrutiny and approved the Return.

## Approval of Loan Portfolio

Also as part of Financial Scrutiny, an annual return of our loan facilities are submitted to the Regulator. This report was also approved by Committee.

## 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, noted no Notifiable Events have been reported to the SHR and noted additions to the Evidence Bank in respect of Regulatory Requirements and Standards.

### Sub Committee Reports

Reports were presented by the Chairs from the last Audit & Risk Management Sub-Committee and Performance & Resources Sub-Committee setting out the work they had undertaken in order to give assurance to Management Committee.

### Policy Reviews

Members were updated on the progress with policies due for review, with several being deferred. Three revised policies were approved by Members: Rent Setting, Factoring and Pensions.

### Annual Reports

- Annual Governance Report: This report details the attendance of our voluntary committee members which sat at 80% for the year ending March 2022. Members averaged 22.6 hours of training for the year which far exceeds the target of 12 hours. The committee member expenses budget had been reduced and was underspent due to the COVID-19 pandemic but it was hoped in-person meetings and events can resume during this year.

In accordance with the Entitlements, Payments & Benefits Policy and Procedures, Register of Interest Forms were completed and returned by all members.

The report also contained Data Protection, Freedom of Information (FOI) and Environmental Information Regulations (EIR) statistics which are required to be reported annually.

### Summer Engagement Event

Members were pleased that an in-person joint event with the Residents Panel is planned, following two years without an event due to the pandemic.

As a few members were not present at the meeting, an itinerary and date for the outing was deferred.

### Business Plan & Risk Management Report

Members received a report providing assurance of effective management of organisational performance and risks during 2021/22 and noted 6 out of 15 actions in the Operational Plan had been completed, 8 partially completed and one was not yet due.

### Health Welfare Reform Update

Members noted the current position with the Welfare Reform Mitigation Plan. They were pleased to note that the rent arrears performance continues to be strong and compares well nationally and to our local peers.

- 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.
- Performance & Resources Sub-Committee: This summary report highlighted the work of the Sub-Committee over the year and informed members that OHAL was in a sound financial position.

### DEVELOPMENT UPDATE

- ⇒ The Crafty, Kirkwall: the 12 rented properties were handed over on 30 March.
- ⇒ Walliwall Phases 6 and 7, Kirkwall: works have recently commenced with infrastructure upgrading taking place.
- ⇒ Yorston Drive, Stromness: work is well underway with the 6 New Supply Shared Equity properties with completion expected by October 2022.
- ⇒ Evie: although this project has not progressed, 6 properties are planned and it is hoped to get the project on-site in early 2023.

### Contractors & Consultants Annual Review

Members noted annual performance figures for OHAL's Maintenance Contractors and approved lists of maintenance contractors and development contractors and consultants.