

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 30 November 2022

### In person:

- Philip Cook
- Brian Kynoch
- Fiona Lettice
- Bruce Pilkington
- Mervyn Sandison
- John White

### Via Zoom:

- John Rodwell
- Bill Wallace
- Roella Wilson

## Our Management Committee



Bill Wallace, Fiona Lettice, John White  
John Rodwell, Philip Cook  
Brian Kynoch, Bruce Pilkington,  
Mervyn Sandison, Roella Wilson

## Satisfaction Survey Results

Members received a report on the recent satisfaction survey for tenants, sharing owners and owners. 806 tenancies were surveyed with a response of 326 (just over 40%). The Sharing Owners and Owners survey was sent to 211 households and 65 responses (31%) were received.

Overall, the responses were down from the last survey, although members noted that this is in line with the Scottish housing sector as a whole, particularly given the significant cost of living pressures currently facing tenants.

One area which showed increased dissatisfaction was the garden and grounds maintenance. Staff and members are aware of issues with neighbourhood management, and feedback from the survey will assist the Association in delivering estate-based services in future.

Members were assured that an Action Plan will be prepared and presented to them which will clearly detail the actions and work to be undertaken about the provision of relevant services.

## Revised 2022/23 Budget

Members approved a revised 2022-23 budget, following presentation of a paper which detailed a re-forecasted budget after half-year results had been finalised. The process involved all budget-holders and provided the most up-to-date forecast of this year's financial outcome, as well as providing a basis for the long-term projections.

## 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 amendments to the list of Governance Related Polices and additions to the Evidence Bank in respect of Regulatory Requirements and Standards.

### 6-month Complaints & Compliments Report

Information on the number of complaints received in the first 6 months was presented to members. 225 complaints had been received (36 last year) and members heard this was mainly due to issues with one contractor providing garden and grounds maintenance. However, analysis showed that, not including garden & grounds maintenance, complaints overall had decreased from 26 to 22. 209 (93%) complaints were responded to within the recommended timescales. The average number of days taken to resolve a Stage 1 complaint was 4.43 (target = 5) and Stage 2, 19 (target = 20).

During the same period we recorded 148 (91 last year) unsolicited compliments which we were delighted to receive. 125 of these were attributable to OHAL and Care & Repair staff, and 23 for third party contractors.

### Staffing Update

Members received a paper which covered recent recruitment. They noted that a new Housing Services Officer (Trainee) is due to join the Association shortly. Shortlisting of applications for the Care & Repair vacancy had taken place with interviews scheduled for December.

### Annual Committee Meeting Schedule

Members agreed a proposed schedule of meetings for 2023/24. These will continue to be hybrid meetings, ie in-person and virtually.

### Performance & Resources Sub-Committee Report

Members noted that at the end of Quarter 2, 11 out of 20 KPIs are being met. Q2 finances showed that income was in line with the budget. Care & Report reported a busy quarter for their services.

### 2023 Business Planning Programme

Members noted that the work to support development of updated appendices for 2023/24 as part of the Business Plan for 2022-25 is progressing well. Key dates for meetings/strategy planning had been agreed for the detailed appendices to be ready for approval on 29 March 2023.

### Eviction

Whilst the Association works hard to help tenants pay their rent and maintain their homes, there are certain circumstances, after all possible options have been exhausted, that we have to seek possession of the property. At this meeting, members gave authority to enforce the Decree of Eviction for one household.

### DEVELOPMENT UPDATE

- ⇒ **Walliwall Phases 6 and 7, Kirkwall:** works are progressing well on site and, once completed, will provide 28 new properties.
- ⇒ **Yorston Drive, Stromness:** the 6 New Supply Shared Equity properties have been completed and applications for purchased are being assessed.

### Business Plan Progress

Members received an update on progress with specific actions in the Operational Plan for 2022-23. They also noted the position at the end of quarter 2 of the 20 Key Performance Indicators in the Plan.