

**Minutes of Meeting of the Management Committee of Orkney Housing Association Limited held in the Association's offices and via Zoom on Wednesday 30 November 2022 at 10.30am**

**Present:** In person: Fiona Lettice (Chair), Philip Cook, Brian Kynoch, Bruce Pilkington, Mervyn Sandison and John White  
Remotely: Roella Wilson, John Rodwell and Bill Wallace

**In attendance:** Craig Spence (Chief Executive – CE)  
Anne Fletcher (Depute Chief Executive – DCE)  
Paul Scott (Director of Operations – DO)  
Ruth Glover (Finance Manager – FM)  
Mhairi Hughes (Secretary / Head of Corporate Governance – HCG)  
Richard Flett (Development & Properties Manager – DPM)  
Connie Shearer (Minute Taker)

## **PART 1 – STANDING ITEMS**

### **1.1 Apologies for Absence**

There were none.

### **1.2 Declarations of (a) interest and (b) hospitality given/received in last 12 months for any items on the agenda**

There were none.

### **1.3 Minutes of Management Committee meeting held 31 October 2022**

An inconsistency with numbering in Item S2 was noted. With this change, the Minutes were agreed to be an accurate record of the meeting and were proposed by Philip Cook and seconded by John White. The Minutes to be signed by the Chair at a later date.

### **1.4 Matters Arising & Deferred Items (Paper No: MC/22/55)**

1.4.1 Members noted the contents of the paper.

### **1.5 Future Meeting Dates:**

Wednesday 07 December, 10.30-12.30 – Strategy/Planning Workshop with Christmas Lunch. Philip Cook tendered his apologies in advance.  
Wednesday 25 January 2023, 10.30am – Management Committee

## **PART 2 – STRATEGY**

### **S1 2023/24 Business Planning (Paper No MC/22/58)**

S1.1 The CE presented the paper which sought members' consideration, input and approval of the proposed process and timetable for business planning for

production of updated appendices for 2023/24. A timetable detailed the work required, and dates were set out for the next key stages, prior to approval of the appendices in March 2023.

- S1.2 Members agreed that the work to support development of updated detailed appendices for 2022-23 as part of our Business Plan is progressed, and approved the process as set out in Section 3 of the paper.

## **S2 Revised Budget (Paper No MC/22/57)**

*Bill Wallace joined during this item*

- S2.1 The FM presented the 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.
- S2.2 Members had discussions around planned maintenance works, external decoration, and the tenancy sustainment fund. The CE said these, and other complexities, will form part of the discussions at the upcoming strategy day.
- S2.3 Following discussion, members approved the revised 2022/23 budget.

## **PART 3 – GOVERNANCE & ASSURANCE**

### **G1 SHR Self-Assessment Update (Paper No MC/22/58)**

- G1.1 The HCG informed members that the 4<sup>th</sup> Annual Assurance Statement had been submitted to the Scottish Housing Regulator and a copy uploaded to our website.
- G1.2 Members noted the contents of the report and:
- a) Agreed that no material changes are required to the AAS since its submission;
  - b) Noted that no Notifiable Events have occurred or been reported to the SHR since the last meeting;
  - c) Noted the minor amendments to the list of Governance Related Policies;
  - d) Noted the Regulatory Requirements Evidence Bank additions and progress with regards to Regulatory Requirement 13 as detailed in Section 5 of the paper; and
  - e) Noted the Regulatory Standards Evidence Bank additions per Section 6 of the paper.

### **G2 Annual Committee Meeting Schedule (Paper No MC/22/59)**

- G2.1 The HCG's paper presented the standard meeting schedule for the coming year together with possible engagement events, dates for which are yet to be decided.

G2.2 Members agreed:

- a) the proposed schedule of meeting dates for 2023/24; and
- b) noted the contents of the paper.

**G3 P&R Chairs Report** (Paper MC/22/60)

G3.1 Members noted the contents of the report.

**G4 Staffing Update** (Paper No MC/22/61)

G4.1 Members noted the progress with recruitment regarding the successful appointment of a Housing Services Officer (Trainee) and the upcoming interviews for the Care & Repair Admin Assistant vacancy.

**G5 Resolutions & Applications for Membership** (Paper No MC/22/62)

G5.1 Responding to a query, the CE explained that there are a number of opportunities for staff to talk to tenants, etc about membership of the Association.

G5.2 Members approved the resolution in respect of one shared ownership disposal.

## **PART 4 – PERFORMANCE**

**P1 Business Plan Progress to 30 September 2022** (Paper No MC/22/63)

P1.1 The CE presented the report which provided assurance of effective management of organisational performance and risks during 2022/23 and members noted 3 out of 19 actions in the Operational Plan had been completed, 6 partially and 10 not yet due.

They also noted the position at the end of quarter 2 of the 20 Key Performance Indicators in the Plan with 12 being met, 2 having no data to report yet and 6 being worked on.

P1.2 Members noted the contents of the report.

**P2 6-month Complaints & Compliments Report** (Paper No MC/22/64)

P2.1 The HCG reported that the number of complaints received and increased significantly from 36 last year to 225 this year. This had been entirely 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.

P2.2 During the same period, 148 (91 last year) unsolicited compliments were recorded. 125 of these were attributable to OHAL and Care & Repair staff, and 23 for third party contractors.

Responding to a query, the HCG confirmed that complaints figures are reported to the Scottish Housing Regulator via the Annual Return on the Charter, as well as to the Association's P&R sub-committee (KPIs), Management Committee via the 6 monthly Business Plan progress report and are also included in OHAL's newsletter.

P2.3 Following brief discussion, members noted the contents of the report.

### **P3 Development Report (Paper No MC/22/64)**

P3.1 The DPM's report updated members on progress with the development programme. Work at Walliwall Phases 6 and 7 are progressing on site and electricity meters had been fitted in some of the properties. Handover of the 6 NSSE units at Yorston Drive, Stromness is expected shortly. A funding application for 8 NSSE units at Walliwall has been submitted to the Scottish Government.

P3.2 Responding to a query, he confirmed that the Association held landbank sites at Corse West, Kirkwall, Stromness and a few small sites elsewhere on the mainland.

P3.3 Members noted the contents of the report.

### **P4 Tenant Satisfaction Survey Results (Paper No MC/22/66)**

P4.1 The DO presented the report which informed members of the results of the recent satisfaction survey. 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.

P4.2 Overall, the responses were disappointing, 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.

P4.3 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.

P4.4 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.

P4.5 Eddy Graham of IBP Strategy, the independent company which carried out the survey, gave a presentation on the key points from the survey. Members had a full discussion on the results.

P4.6 Members noted the contents of the paper.

**P5 Authority for Eviction (Paper No MC/22/67)**

P5.1 Members received details of a case presented for eviction which highlighted the increasingly difficult environment in which Housing staff operate.

P5.2 Following brief discussion, members gave authority to enforce the Decree for Eviction.

**PART 5 – ITEMS FOR DISCUSSION**

**D1 Tenant Safety Presentation**

D1.1 The DPM gave a verbal presentation on the importance of tenant safety and the focused work the Association is doing. MC were updated on the improving situation regarding the gable end at Pickaquoy Loan. Members noted the contents of the presentation.

**PART 6 – ITEMS FOR INFORMATION**

**I1 RIHAF Conference Feedback (Paper No MC/22/68)**

I1.1 Members noted the contents of the feedback received from John Rodwell who attended the recent Rural and Islands Housing Association Forum Conference. He suggested members might benefit from a session from a presenter on the role of housing associations in a wellbeing economy.

**Any Other Business**

There being no further business, the meeting closed at 1.10pm.

Signed: .....

Date: .....

Chair