

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 29 November 2023

- **Fiona Lettice**
- **Kate Hayes**
- **Brian Kynoch**
- **Mary Ann Lewis**
- **Bruce Pilkington**
- **John Rodwell**
- **Mervyn Sandison**
- **John White**
- **Roella Wilson**



Our Management Committee

Clockwise, top centre: Fiona Lettice, Brian Kynoch, Mary Ann Lewis, Kate Hayes, Philip Cook, Mervyn Sandison, Bruce Pilkington, Roella Wilson, John Rodwell and John White

Annual Rent Review 2024/25

Members received a detailed paper providing information to enable them to agree the consultation process and options for the Annual Rent Review. A number of scenarios had been modelled for consideration, with members mindful of ensuring financial well-being whilst maintaining affordable rents.

Lengthy discussion was held, after which, members agreed a consultation timetable and that three Options to be put forward to residents.

DEVELOPMENT UPDATE

- ⇒ Walliwall Phase 8, Kirkwall: grant funding has been received for the 8 NSSE which are planned for this site, with completion anticipated for Summer 2024.
- ⇒ Walliwall Phase 9, Kirkwall: discussions with the Scottish Government are ongoing for plans to build another 9 properties for social rent.
- ⇒ Yorston Drive, Stromness: 3 of the 6 NSSE properties remain unsold but discussions are underway for OIC to potentially take these over.

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 that the Chair had reported a matter to the SHR which was now closed, noted amendments to the list of Governance Related Policies 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. 27 complaints had been received (225 last year) and members heard this significant reduction was due mainly to the termination of one garden and grounds contract. 24 (89%) complaints were responded to within the recommended timescales. The average number of days taken to resolve a Stage 1 complaint was 4.50 (target = 5) and Stage 2, 14.67 days (target = 20).

During the same period we recorded 75 (148 last year) unsolicited compliments which we were delighted to receive. 59 of these were attributable to OHAL and Care & Repair staff, and 16 to third party contractors.



Recruitment & Training Update

Members received a paper which covered successful recruitment - the Director of Finance had started with the Association, bringing a range of transferrable skills and knowledge essential to the role. Progress with staff professional training / development was also presented.

Annual Committee Meeting Schedule

Members agreed a proposed schedule of meetings for 2024/25 and noted an in-person Highlands & Islands Liaison Group will be hosted by the Association in September 2024.

Performance & Resources Sub-Committee Report

Members noted that at the end of Quarter 2, 13 out of 19 KPIs are being met. Q2 finances showed that income was in line with the budget. Care & Report reported a busy quarter for their services.

Business Plan Progress

Members received a report which provided information on performance against the Operational Plan at the end of quarter 2.

Of the 20 Actions, 9 were completed, 8 on-track/ minor slippage, and 3 off-track/ significant slippage.

Thirteen of the 19 KPIs are being met, with a further 4 expected to be met by the year end.



Revised 2023/24 Budget

Members approved a revised 2023-24 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.