

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 27 March 2024

- Fiona Lettice
- Philip Cook
- Kate Hayes
- Brian Kynoch
- Suzanne Lawrence
- Mary Ann Lewis
- Bruce Pilkington
- John Rodwell
- John White
- Roella Wilson



Our Management Committee

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



BUSINESS PLANS

The **OHAL** Business Plan "Building a Sustainable Future" was approved in March 2022 and covers 2022-25. Members received a report which detailed the annually updated Appendices for year 3 and these were approved by members.



The **Orkney Care & Repair** Business Plan for 2024-25 outlined the current operating environment the service is operating in, some of the challenges, as well as the importance of retaining the Care & Repair service at its present level. It also detailed opportunities to explore, and proposed plans and targets for the Service to achieve during the financial year. The Plan was approved by members.

Development Update

Members noted the current position with the development programme.

- ⇒ **Walliwall Phase 8, Kirkwall:** 8 NSSE properties are under construction, expected completion date = September 2024.
- ⇒ **Yorston Drive, Stromness:** 3 NSSE properties remain vacant and options for these are being considered.

GOVERNANCE MATTERS

Self Assessment Update

This standing item at each meeting evidences how we are complying with the Scottish Housing Regulator's (SHR) Framework. Members agreed that no material changes were required to be made to the Annual Assurance Statement, noted no notifiable events have been made, noted an update to the list of Governance Related Polices, additions to the Evidence Bank in respect of Regulatory Requirements and Standards, and noted that the SHR has issued its revised Regulation Framework.

Policy Reviews

Members noted outstanding Policy work and approved 3 revised policies:

- 1) *Treasury Management Strategy for 2024/25*
- 2) *Performance Management Policy*
- 3) *Settlement Agreement Policy*

Addition to Approved List of Maintenance Contractors

Members approved the addition of *Kenny Foulis Gardening Services Ltd* to the Approved List of Maintenance Contractors.

Sub-Committee Reports

Members received reports from the Audit & Risk Sub-Committee and the Performance & Resources Sub-Committee, detailing the record of decisions made at their recent meetings.

Recruitment & Staffing Update

This report updated members on recruitment progress, the proposed change to OHAL Addendum to Terms & Conditions of Service, and noted progress with staff professional training and development qualifications.

Authority for Eviction

Members approved two cases which were presented for eviction. They discussed the complexities of the cases, the issues faced by staff when dealing with such cases, and noted that eviction is not something taken lightly and is always seen as a last resort.

Management Committee

Appraisal Report: The report highlighted successful MC recruitment, with 3 new members coming on board who were proving to be valuable members. A year of considerable change for OHAL was acknowledged but confidence going forward was expressed. No particular training issues were identified though PR was highlighted with ideas given for staff to take on board.

Training Plan: Members heard that 3 of the 4 training sessions by external facilitators had been delivered in 2023/24, together with in-house sessions and on-line training. Three in-person events/conferences were attended by members. A training plan for 2024/25 was discussed and agreed

Recruitment: This report detailed the current position regarding Committee Membership. Options for recruitment were presented and discussed, and a way forward was agreed.

2023/25 Budget Approval

A draft budget for 2024/25, which had been reviewed in detail by Performance & Resources Sub-committee, was presented to full committee who gave their approval.

Arrears & Bad Debts Write Offs

Members were informed that there were no sequestrations to date. They gave approval for 6 irrecoverable rent and recharge accounts to be written off.

Workforce Plan

This report considered the long-term goals of the Association regarding current and future staffing resources/needs. A Workforce Plan, to be aligned with the Business Plan Cycle, was approved.

Customer Charter

A Draft Customer Charter was presented for approval and will form part of the revised Tenant Handbook. Consultation will take place on the Draft prior to a final version being presented at the May Committee meeting. Members approved the Draft Customer Charter for consultation.