

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 November 2024

- Brian Kynoch
- Suzanne Lawrence
- Fiona Lettice
- Mary Ann Lewis
- Bruce Pilkington
- John Rodwell
- Mervyn Sandison
- John White
- Roella Wilson



Our Management Committee

Clockwise, top centre: Brian Kynoch (Chair), Fiona Lettice, Mervyn Sandison, Kate Hayes, John Rodwell, Suzanne Lawrence, Bruce Pilkington, MaryAnn Lewis, John White and Roella Wilson.

Business Plan Progress

Members received a report which provided information on performance against the Operational Plan at the end of quarter 2. Of the 14 Actions, one was completed, 3 partly completed and 10 not yet due.

Thirteen of the 20 KPIs are being met, with a further 5 expected to be met by the year end, and one remains challenging to meet.

DEVELOPMENT UPDATE

- ⇒ Walliwall Phase 8, Kirkwall: the 8 NSSE are almost complete and will be handed over at the start of December. They are currently being advertised for sale.
- ⇒ Walliwall Phase 9, Kirkwall: work is underway to provide 9 rented properties.

Annual Rent Review 2025/26

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. Following discussion, members requested a further scenario be modelled, for consideration next week, before coming to a final decision.

Update: At a meeting on 04 December members discussed a further scenario before agreeing a consultation timetable with two Options to be put forward to residents in January.

GOVERNANCE MATTERS

Annual Assurance Statement (AAS)

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 made; noted the update 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. 49 complaints had been received (22 last year), mainly concerning applications, repairs & maintenance, recharges and staff. 43 (88%) complaints were responded to within the recommended timescales. The average number of days taken to resolve a Stage 1 complaint was 3.69 (target = 5) and Stage 2, 19.25 days (target = 20).

During the same period we recorded 141 (75 last year) unsolicited compliments which we were delighted to receive. 107 of these were attributable to OHAL and Care & Repair staff, and 34 to third party contractors.



Staff Training & Development Update

Members received a paper which covered progress with staff professional training and development. Two members of staff had completed their qualifications and had 'Trainee' dropped from their job titles.

Annual Committee Meeting Schedule

Members agreed a proposed schedule of meetings for 2025/26.

Performance & Resources Sub-Committee Report

Members noted that at the end of Quarter 2, 13 out of 20 KPIs are being met. Q2 finances showed that turnover was in line with the budget. Care & Report reported a busy quarter.

Policy Reviews

A number of policies were presented with minor amendments and approved by members:

- 1) Membership;
- 2) MC Training & Development;
- 3) Policy & Planning Framework;
- 4) Freedom of Information & Environmental Information;
- 5) New Build Design Brief;
- 6) Compensation & Other Payments;
- 7) Low Cost Home Ownership;
- and 8) Responsive Repairs.

Orkney Housing Association Ltd Enterprises (OHALE)

Members received a report detailing proposed services which could be provided by our subsidiary, OHALE. Members agreed with initial proposals, and an update is to be presented at January's MC meeting following the OHALE Board meeting.

Report from H&SWP

Members were updated on a recent Health & Safety Working Party meeting, approved updates to the Landlord Safety Manual, and noted Office and Workshop updates.

Review of Tenancy Sustainment Fund (TSF)

The TSF has been a valuable support to tenants at point of crisis and requests for help is anticipated to increase. OHAL intends to access funding from the Housing Association Charitable Trust Energy Hardship Fund and has set a budget for the TSF for the coming year.

Financing Future Developments

This report outlined the positive progress being made in ensuring adequate finance from our lenders for future developments. However, pressure on the local housing system was recognised and members acknowledged a gap in the availability of Mid Market Rent properties.

It was agreed this was something our subsidiary, OHALE, should provide with suitable funding. Community Bonds were considered a route to finance such a project and Committee instructed this to progress.

Delivering future housing in partnership

Members received a report on the Housing Market Partnership (HMP) which explained that the Local Authority have a target of 1030 new homes to be built over the next 10 years.

This is roughly the same amount as each of the past few decades, and OHAL stand ready to continuing supporting delivery locally. Building new houses for local people in housing need is an important part of what we do.

A meeting of the HMP is to take place on 03 December. Members will be updated following this.