

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 28 May 2025

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

Annual Return on the Charter (ARC) 2024-25

The "Annual Return on the Charter" is submitted each year to the Scottish Housing Regulator to monitor our and other landlords performance across the whole of Scotland.

Committee were very pleased about the positive results this year. The Regulator publishes this information to allow tenants and anyone else who is interested an easy way to compare landlord performance.

- 295 Repair satisfaction surveys were received and satisfaction increased from 90.13% to 90.51%.
- Non-emergency repairs increased from 1854 to 2039 but the average time taken to complete repairs decreased from 14.68 to 11.24 days, with the majority being undertaken by OHA's Trades Team.
- Complaints increased from 60 to 97, mainly to do with housing applications, repairs & maintenance and recharges.
- The continued, proactive approach to rent arrears and debt management saw gross rent arrears fall from 3.16% to 2.90%.
- 2 evictions were carried out, on the grounds of severe rent arrears. An additional eviction was prevented following significant work by the Housing Team to address issues.

Cost of Living Update

This report highlighted the continued impact the cost-of-living crisis is having on tenants. Association staff continue to engage locally and nationally with support organisations, which augments the support offered by our staff and allows access into funding streams.

Members noted that rent arrears was comfortably under the KPI of 5%. During 2024/25, £19,557.29 was awarded to tenants requiring assistance from the Association's Tenancy Sustainment Fund.

A targeted approach was taken to this year's tenant support calls to offer support to those most in need, with the majority benefitting from additional energy advice.

5 Year Financial Projections

As part of its Financial Security regime, the Association submits 5 Year Financial Projections annually to the Scottish Housing Regulator (SHR).

The projections are used by the Scottish Government to assess the Association's medium-term financial viability. Members received a detailed report to scrutinise and approve before submitting to the SHR.

Approval of Loan Portfolio

Also as part of Financial Scrutiny, an annual return of our loan facilities is submitted to the SHR. This report was also approved by Committee.

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 there were no updates to the list of Governance Related Policies, and noted the additions to the Evidence Bank in respect of Regulatory Requirements and Standards.

Sub-Committee Reports

Reports were presented by the Chairs from the last Audit & Risk Management Sub-Committee and Performance & Resources Sub-Committee setting out the work undertaken in order to give assurance to Management Committee.

Policy Reviews

Members noted outstanding Policy work and approved revisions to the *Email, Internet & Social Media Policy*.

Annual Reports

Annual Governance Report: This report detailed the attendance of our voluntary committee members which sat at 79% for the year ending March 2025. Members averaged 27.2 hours of training for the year which far exceeds the target of 12 hours.

In accordance with the Entitlements, Payments & Benefits Policy and Procedures, Register of Interest Forms were completed and returned by all members.

The report also contained Data Protection, Freedom of Information (FOI) Environmental Information Regulations (EIR), and Equalities statistics which are required to be reported annually as well as tests that have been undertaken on our IT network.

Audit & Risk Management Sub-Committee: This report summarised the work of the Sub-Committee during the year and provided assurances to Management Committee that the systems of internal controls at the Association were effective and supported good governance.

Performance & Resources Sub-Committee: This summary report highlighted the work of the Sub-Committee over the year and informed members that the Association was in a sound financial position.

Addition to Approved List of Maintenance Contractors

Members approved the addition of *R G Builder Ltd* to the Approved List of Maintenance Contractors, subject to satisfactory references being received.

Compliments & Complaints Report

We were pleased to receive 231 unsolicited compliments and expressions of appreciation for services provided this past year.



The number of complaints received in 2024/25 had increased from the previous year (97 up from 67). 91% (last year 94%) were responded to within Scottish Public Services Ombudsman timescales. 27% (26) were about housing applications, 54% of which were upheld/resolved. Refresher complaints training had been delivered to staff.

Business Plan & Risk Management Report

Members received a report providing assurance of effective management of organisational performance and risks during 2024/25.

They noted 9 of 14 actions in the Operational Plan had been completed, 2 partially and 3 were deferred. Of the 19 KPIs in the Business Plan, 15 had been met at year-end, with 4 having marginally failed.

OHA's 40th Celebrations

Members received a report which detailed suggestions for marking the Association's 40th anniversary year.

These included rebranding, an open event to be held on 30 June, and a special 40th AGM in September.

A refreshed website will also be launched by the end of the year.

