

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 May 2026

- **Brian Kynoch**
- **David Bertram**
- **John Foster**
- **Mary Laird**
- **Suzanne Lawrence**
- **Fiona Lettice**
- **Ian McKay**
- **Bruce Pilkington**
- **John Rodwell**
- **Mervyn Sandison**

Annual Return on the Charter (ARC) 2025-26

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 with satisfaction remaining at 90.51%.
- Non-emergency repairs decreased from 2039 to 1959 and the average time taken to complete repairs decreased from 11.24 to 9.80 days, with the majority being undertaken by OHA's Trades Team.
- Complaints decreased from 97 to 61, mainly to do with repairs & maintenance, tenancy issues, housing application and recharges.
- Staff continue with a proactive approach to rent arrears and debt management though gross rent arrears increased slightly from 2.90% to 2.95%.
- One eviction was carried out, on the grounds of anti-social behaviour.

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.

Cost of Living Update

This report highlighted the continued impact the cost-of-living crisis has on tenants. 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 had decreased and was well under the KPI of 4.5%. During 2025/26, over £14,000 was awarded to tenants requiring assistance from the Association's Tenancy Sustainment Fund.

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 AAS, noted no notifiable events had been submitted; noted the update to the list of Governance Related Policies and 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 and approved the following:

- Recruitment & Selection Policy
- Void Property Management Policy

Staffing Update

Members noted recent successful recruitment for a Head of Finance and an Estates & Trades Team Assistant, and were updated on staff professional training and development qualifications.

Management Committee

Co-options: Members were delighted to welcome Mary Laird and Ian McKay as new Committee Members and look forward to working with them.

Summer Engagement Event: Members discussed and agreed on a Summer event to take place in August, involving committee and staff.

Annual Reports

Annual Governance Report: This report detailed the attendance of our voluntary committee members which sat at 81% for the year ending March 2026. Members averaged 24.9 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.

Compliments & Complaints Report

We were pleased to receive 168 unsolicited compliments and expressions of appreciation for services provided this past year.



The number of complaints received in 2025/26 had decreased from the previous year (61 down from 97).

87% (last year 91%) were responded to within Scottish Public Services Ombudsman timescales. 39% (24) were about repairs & maintenance, 86% 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 2025/26.

They noted 8 of 13 actions in the Operational Plan had been completed, 3 partially completed and 2 not due. Of the 18 KPIs in the Business Plan, all but 3 had been met at year-end.

Development Update

Walliwall 10, Kirkwall - work is underway on this 41 unit project - a phased approach to handing over properties will be utilised.

Two property in Rendall and a former shared ownership property in Stromness have been acquired into rented stock. A further opportunity arose to purchase a 1-bedroom property in Kirkwall, and 2 further properties for purchase are being explore.

Discussions continue to take place around potential development sites.