

# Management Committee Update

## May 2018

Issue 9



Orkney Housing Association is governed by a voluntary Management Committee elected at our AGM in September each year. The Committee's role is to set and monitor our strategy and performance. Day to day operational management is carried out by the Leadership 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. Management Committee are keen to issue an update following each formal meeting (6 per year).



Committee Members presenting retiring staff member Christine Flett with flowers. L to R John Stockan, Wendy Baikie, Elaine Grieve, Bill Wallace, Christine Flett, John Rodwell, Philip Cook & Linda Forbes (on screen)

## Points of interest from the meeting

It was a particularly full meeting with members receiving many of the annual assurance reports including those from the Audit & Risk Management Sub-Committee as well as annual performance information.

### Annual Return on the Charter

Every year the Association submits its Annual Return on the Charter to the Scottish Housing Regulator (SHR). Our Management Committee receive this report to discuss and approve the content prior to it being submitted to the Regulator. Management Committee were very pleased with the positive results. Some of the highlights of this report were:

- The overall satisfaction of tenants increased to **94%**
- Reactive repairs completed first time increased to **96%**
- Average time taken to re-let a rented property decreased to **8.83** days

A full copy of the Annual Return on the Charter submission can be found on the SHR website at [www.scottishhousingregulator.gov.uk](http://www.scottishhousingregulator.gov.uk). This is available from late August once it has been verified.

### 5 Year Financial Projections

In order to ensure that the Association remains financially robust and secure the finance team produce 5 Year Projections which were examined by Committee Members before being approved for submission to the SHR.

### Loan Portfolio

As part of our financial scrutiny, we are required to submit information to the on our loan facilities as of 31 March to the SHR. This includes details of outstanding loans, terms, maturity dates, any security against them and any covenants. This was reviewed and approved by Management Committee.

### Complaints & Compliments Report

A Complaints and Compliments Report was presented to members showing that the number of complaints received this year was 28 in total. Of these 85% of complaints were resolved on time. The percentage of complaints that were either partially or fully upheld increased slightly to 58% in 2017/18. Members were delighted to see the huge increase in the number of unsolicited compliments received, numbering 205 compared to 46 from the previous year. 61 of the compliments were about our in-house trades team.

### Members present on 30 May 2018

- Wendy Baikie
- Philip Cook
- Linda Forbes
- Elaine Grieve
- John Rodwell (Chair)
- John Stockan
- Bill Wallace

## Summer Engagement Event

Following the success of previous years' engagement events members were presented three options to choose from. The options included a visit to either Rousay, Shapinsay or across the Firth to Caithness as most mainland estates have already been visited. Members selected to pay a visit to Thurso and Caithness.

## Development Report

Four New Supply Shared Equity properties were handed over at Liberator Drive, Kirkwall in April. Works at The Dairy, Junction Road, Kirkwall are progressing well, with the contractor confident that he can achieve handover of the 6 general needs rented apartments in September.

We acquired The Crafty site, Kirkwall on 22<sup>nd</sup> March. A design brief will be prepared to ensure we make best use of the site.

## Contractors & Consultants Annual Review

The Association carefully monitors the performance of its contractors to ensure that works orders are being completed on time. These figures are also reported annually to the SHR. This year 100% of all emergency repairs and 92% of non-emergency repairs were completed on time.

## Annual Governance Report

This report examines the performance of Committee members looking at things like attendance at meetings and training undertaken. The report highlights that members each undertook an average of 37.6 hrs of training and meeting attendance sat at 76% for the year.

## Business Plan & Risk Management Update

Members received an update tracking the progress of actions detailed in the Business Plan. 7 of the 10 actions had been completed while the remaining 3 are in progress.

## Policy & Reviews

The following policies were discussed and approved by Committee:

- Fire Safety Policy
- Communications Policy
- Privacy Policy

## Applications for Membership

One application was received to become a member of the Association. The application was granted.

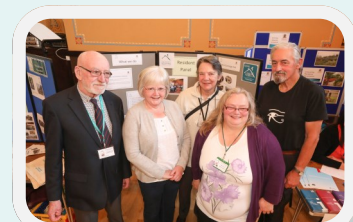
We recently advertised for new committee members which created some interest. However we are still keen to recruit new members that are looking to make a positive contribution in their community. If this sounds like you and you would like to find out more please contact Mhairi Hughes by email [mhairi.hughes@ohal.org.uk](mailto:mhairi.hughes@ohal.org.uk) or on 01856 875253 ext 201.

## Resident Panel Update

Members of the Resident Panel plan to meet at the start of June to begin drafting their final scrutiny report on the Allocations process.

Their report will be included in the July Management Committee before being made available on our website.

The group are always looking for more members, if you think that you would like to find out more please contact Suzy Boardman, details below.



Anyone interested in getting involved with the Resident Panel or any other Association activities can contact **Suzy Boardman on 01856 875253 ext 205 or [suzy.boardman@ohal.org.uk](mailto:suzy.boardman@ohal.org.uk)**

<http://www.ohal.org.uk/tenants/get-involved/>