



O R K N E Y
HOUSING
ASSOCIATION LIMITED



**Annual
Report**
2013 - 14

Chair's Report

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In my 3rd year as Chair I have been heartened to see high levels of tenant satisfaction with our services and with the quality of their homes. This is what we are about and although we will always look for ways we can improve, positive feedback like this is very important to us.

2013/14 saw us for the first time in 29 years with no housing projects on site. The combination of reduced Scottish Government Funding and the Council's own house building programme resulted in a gap in our programme from December 2013 to July 2014. Despite this we were able to help 159 households into housing during the year and along with the Council Housing Division we have been able to reduce the waiting list for affordable rented housing by over 5%.

This will be my last year as Chair; a role which I have found both challenging and rewarding. My fellow committee members have all worked hard to keep up with and to steer the organisation through the ever changing regulatory, economic and political environment. My thanks go to these colleagues for their help and support and to the staff team who continue to serve the committee and our customers with commitment and professionalism.



Winifred Dunnet, Chair



Sally Inkster, Chief Executive

Chief Executive's Report

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Reflecting on another busy 12 months I marvel at how the years have flown by since I joined the Association in July 1988. 2013/14 was always going to be a challenge due to the planned implementation of a new computer system, the first major computer upgrade since 1994. It put enormous pressure on all staff, those involved in the project, and those who had to ensure we carried on with business as usual. All did a tremendous job and I certainly hope it will be another 20 years before we have to do it again!

We have been busy hosts this year. In September 2013, 13 housing providers from across the Highland & Islands gathered to discuss and decide current issues while in the same month we joined forces with OIC Housing Division for a Residents Open Day which was well attended by Association and Council residents.

In March we delivered a Community Housing Seminar to the Isles Development Trusts with speakers from the Highlands attending to share their experiences of delivering affordable housing in fragile, rural communities.

Meantime the ever changing legislative landscape moved forward with the new Housing (Scotland) Bill and the Procurement Reform (Scotland) Bill making progress through Parliament. We will be monitoring the impact of these as they become Acts in 2014.



Sally, Committee & Staff

Open Day at Copland's Drive, Stromness

In November members of the public had a chance to look round the new houses and learn about the available housing options.



Christine Flett, Housing Services Officer, answering queries

Residents Open Day



Margaret Burgess, Housing Minister, & Isobel Hannah



Key to the door

In August, Isobel Hannah was delighted to receive the key to her new house in Kirkwall from the Housing & Welfare Minister, Margaret Burgess.

Residents Open Day

A joint event in September run by the Association and OIC saw 35 tenants and sharing owners drop in to find out more about their landlord and enjoy lunch with the BIG Lunch organisation.

Committee Attendance

Wendy Baikie	70% (7 out of 10)
David Dawson	90% (9 out of 10)
Winifred Dunnet	90% (9 out of 10)
George Hannah	50% (5 out of 10)
Allan Leslie	50% (4 out of 8)
Sheona Macgregor	50% (5 out of 10)
Bob Mackenzie	80% (8 out of 10)
Stephen Manson	80% (8 out of 10)
John Rodwell	90% (9 out of 10)
John Stockan	60% (6 out of 10)
Diana Swan	75% (3 out of 4)



Lee Sinclair & John Stockan

Top Apprentice Award

Lee Sinclair was assessed as the top Carpentry & Joinery Apprentice for the year and in September, Committee Member, John Stockan presented him with the award at the Orkney College Award Ceremony.

Targets achieved

Staff Costs were 29% of turnover	(≤ 29%)
Management & Maintenance overheads were £1,140 per unit	(≤ £1,300)
Reactive Maintenance direct cost were £405 per unit	(≤ £450)
Operating costs & interest were 73% of turnover	(≤ 95%)
Interest Cover = 271%	(≥ 150%)
Effective Interest rate = 3.85%	(≤ 4.25%)
Sick leave was 2.49% of available staff hours	(≤ 3%)
Current tenant arrears were 2.29% of net rental income	(< 2.5%)
100% of anti-social behaviour complaints were acknowledged within 3 days	(≥ 95%)
100% of emergency repairs were completed within 6 hrs	(100%)
96% of urgent repairs were completed within 3 working days	(≥ 95%)
Project costs were 100% of approved costs	(≤ 105%)
100% of units were handed over by the agreed completion date	(≥ 95%)
There were an average of 2.12 defects per unit	(≤ 5)
97% of respondents were satisfied with the repairs services	(≥ 95%)

Targets not achieved

Salaries & overheads were 4.9% below budget	(+/- 3%)
Direct housing costs were 36.8% below budget	(+/- 10%)
Development overheads were 36% below budget	(+/- 10%)
Re-lets took on average 14 days	(<10 days)
78% of new tenants satisfied with their home when moving in	(≥ 95%)
90% of new tenancies were still in place 12 months later	(> 95%)
88% of anti-social behaviour complaints were investigated and responded to within 20 days	(≥ 95%)
88% of routine repairs were completed within 20 working days	(> 95%)
94% of residents satisfied with the design of their new homes	(≥ 95%)

What we will do..

- Continue to ensure we deliver on the targets we are succeeding in
- Review our processes to improve the accuracy of our budgeting
- Our re-let procedures will be thoroughly reviewed
- When we set targets, we will test that they are realistic
- Support people to maintain their tenancies

target

Compliments

It is always nice to receive compliments. For the year to 31 March 2014, we have received 34 which have been broken down as follows:

Staff/General	14
Handymen/Repairs	12
Contractor	8

Very well done, tidy job

Just a pleasure to see someone so helpful and seems happy at his job, very nice all-round person

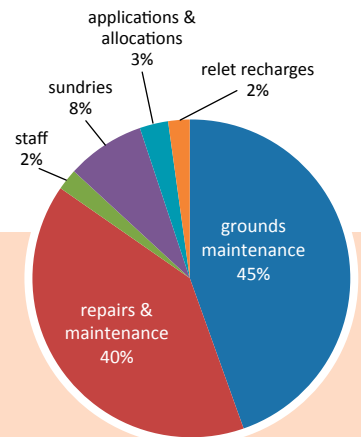
Happy with OHAL service across the board

A wonderful job, very pleased, cannot thank you enough

First class service

Complaints

Grounds Maintenance and Repairs & Maintenance were the biggest categories of complaints. We are already working at how we can improve services in both these areas.



45%

2013 Resident Satisfaction Survey

We are pleased that:

- 92% of respondents are satisfied overall with the Association as landlord or factor
- 92% of tenants are happy with the repairs service
- 92% of tenants are happy with the overall quality of their home
- 93% of tenants rated the quality of our customer service as good or very good



We are not so happy that:

- 55% of owners and sharing owners are satisfied with the Association's services compared to 82% in 2010.
- 47% of tenants think their heating systems are cost effective and 68% consider themselves to be in fuel poverty.
- 30% of tenants were not aware of the Association's Complaints Policy and of those who have complained in the last year only 28% were happy with our communication during the process.
- 80% were happy with the standard of their home when moving in.
- 43% were happy with the grounds maintenance service.



What we plan to do:

- Look at areas of dissatisfaction which we intend to address including charges and maintenance of communal areas.
- Continue to look for ways that we can help tenants to reduce their heating costs.
- Improve communication with residents by reviewing our complaints procedures and a programme of staff training.
- Review our re-let standard during 2014.
- Improve the grounds maintenance service – we have already taken steps towards this.



The three most important issues for tenants are:

- 76% the overall quality of their homes
- 47% the repairs service
- 46% value for money of rents

Resident Participation

Consultations

During the year we consulted our residents on:-

- New Build Design Brief
- Choice Based Lettings
- Re-let Standard
- Sustainability Policy
- Rent Increase

Best Kept Garden Competition 2013



Amber in her winning garden



Olga in her garden.

Resident Scrutiny Panel

We also held initial discussion with a number of tenants who are interested in establishing a Resident Scrutiny Panel.

The overall winner was Amber Connolly whose garden showed a wide variety of planting, her daughter also won the young persons' garden. Looks like the green fingers run in the family!

Olga Thomson won the best small garden.

New Properties

The former boilerhouse at Lynn Crescent has been transformed into a compact one bedroom home. We await Passivhaus certification which will provide evidence of its record breaking energy efficiency standard.



Former boilerhouse, Lynn Crescent, Kirkwall

Completions

	Rented	SO	NSSE	OMSE	Total
Pickaquooy Loan, Kirkwall	20	12			32
Copland’s Drive, Stromness	8		4		12
Lynn Crescent, Kirkwall	1				1
Deerness				1	1
Firth				1	1
Kirkwall				7	7
Quoyloo				1	1
	29	12	4	10	55

SO =
Shared Ownership

NSSE =
New Supply
Shared Equity

OMSE =
Open Market
Shared Equity



Pickaquooy Loan, Kirkwall

Included in this final phase was a short-breaks facility custom built for Orkney Health and Care and handed over in February 2014.

Houses at Pickaquooy Loan were completed in July marking the end of a 10 year development which has seen a total of 99 houses provided on this green field site.



Margaret Burgess, Housing Minister, Sally Inkster, service users and OIC representatives visit the new Short Breaks Unit at Pickaquooy Loan

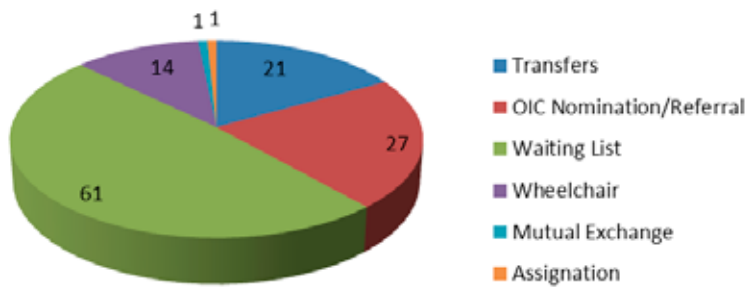


Property Services

With an ever increasing repair service our in-house handymen have handled over 38% of the 2,280 repair jobs undertaken in the year. Our programme of renewals and replacements included new kitchens for 39 households while 5 properties had upgrades to their heating systems.

Lettings & Housing Options

Of the 125 lettings during the year 28 were new properties and the remaining re-lets represented a stock turnover of 11%.



Low Cost Home Ownership

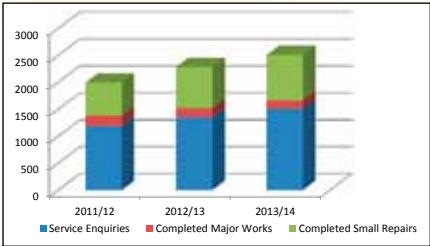
We helped 34 households into home ownership through the provision of shared ownership and shared equity housing and funding for Open Market Shared Equity.

"Dear Care and Repair Team, thank you for all the work which you have done to get Irene's bathroom fit for purpose. It is an excellent job. Taking the weight off my shoulders regarding repairs to the house has been a big relief; I couldn't have done it without your help and advice."

Care & Repair



Mike Cooper, Care & Repair Manager discussing adaptations with Ann.



"A special thank you to the lovely man who came and did some alterations to our house. It's made life easier for a couple of "albies." I can't explain how much we both appreciate this service and the wonderfully friendly, efficient way it was carried out. We both thank you all so much."

Get IT Together

Project Co-ordinator, Janette Mackie celebrates with project partners the achievements of the Get IT Together project when the Housing Minister, Margaret Burgess visited in August.



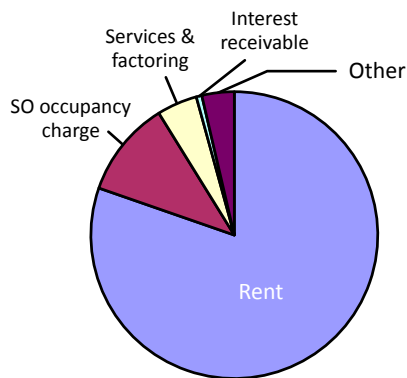
Billy Sinclair, BT; Margaret Burgess, Housing Minister; Chessa Couperwhite, HIE; Janette Mackie, Get IT Together Project Co-ordinator; Sally Inkster and clients

Finances 2013/14

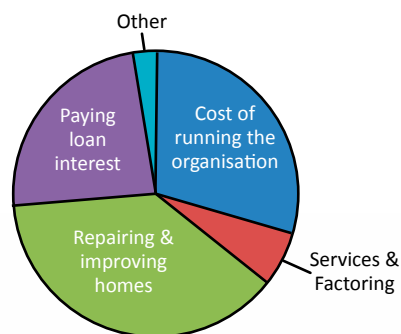
Income and Expenditure

12/13		13/14
£'000		£'000
2,721	Income from lettings etc	3,192
109	Surplus on property sales	59
28	Investment income	19
(922)	Repairs and maintenance	(730)
(101)	Property Improvements & Adaptations	(74)
(9)	Bad Debts Written Off	(15)
(711)	Other operating costs	(1,064)
(486)	Mortgage interest	(503)
16	Development administration	2
(185)	Property depreciation	(206)
460	Surplus for year	676

Where the money comes from:



Where the money goes:



Balance Sheet

12/13		13/14
£'000		£'000
18,412	Fixed assets	18,487
852	Net Current assets	2,186
(14,132)	Long term loans	(14,864)
5,132	Net assets	5,809
5,132	Capital & reserves	5,809

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Available in large print on request

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The Royal Bank of Scotland plc,

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Solicitors

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26 Victoria Street, Stromness, KW16 3AA

T C Young,

7 West George Street, Glasgow, G2 1BA

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