

Management Committee Update

Issue 23

July 2020



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. An update is issued following each formal Management Committee meeting (6 per year).

OHAL Management Committee

Finding our new normal.

Staff and Members have found that the online meetings have been working well and will be continuing in this format in future as we navigate new ways of working.

Online meetings have been an extremely useful way to keep everyone connected throughout the lockdown period and will continue into the future.



**Members present
29 July 2020**

Via Zoom -

- **Wendy Baikie**
- **Dave Dawson**
- **Linda Forbes**
- **Fiona Lettice**
- **John Rodwell**
- **Jason Taylor**
- **John White**
- **Bill Wallace**

ARC Submission Sees Increase in Tenant Satisfaction

Members were presented with the final draft of the Annual Return on the Charter, they were delighted to hear that the initial feedback from the recent satisfaction survey had shown some significant increases in tenant satisfaction across the board which gave a very positive return. Some of the most notable results were:

- Overall Satisfaction increased to 97.13% from 94.17%;
- The percentage of tenants who feel their landlord is good at keeping them informed about their services and decisions increased to 98.73% from 95.15%;
- The percentage of tenants satisfied with the opportunities given to them to participate in their landlord's decision-making process. This one has jumped greatly to 88.27% from 77.7% which we attribute to enhanced communications with tenants; and
- Lastly, the percentage of tenants who have had repairs or maintenance carried out in last 12 months satisfied with the repairs and maintenance service increased to 98.71% from 97.93%. The full results will be made available very soon on our website.



The Annual Return on the Charter is submitted each year to the Scottish Housing Regulator to monitor the performance of social landlords across the whole of Scotland. The Regulator then publishes this information to allow tenants and other interested parties to compare the performance of landlords.

Development Update

Following the planning approval for the new developments at The Crafty, Kirkwall and Kirk Park, Orphir the news was well received locally with lots of coverage from BBC Radio Orkney, the Orcadian and the Press & Journal.

The developments will consist of:

- ⇒ 12 x 2 bedroom amenity standard rented homes at The Crafty, Kirkwall
- ⇒ 8 x rented homes at Kirk Park, Orphir

We will be posting regular updates on our website and Facebook page.



AGM Arrangements

For the first time in the Association's 35 year history, our AGM will be held virtually via Zoom. Details of the meeting will be mailed out to all General Members, who will be asked to provide their email addresses. Included in this mailing will be an invitation for any interested General Members to put forward nomination forms to join the Management Committee. which have to be received by the Company Secretary no later than 26th August.

Prior to the meeting, the Company Secretary must ensure that certain Rules are complied with and met to maintain the high levels of Governance. These include the requirement to check that all Minutes from every Management Committee and Sub-committee have been considered, accepted as a true record and signed by the Chair.

Another of the Rules requires that one third of the Management Committee retire and stand for re-election, this year Wendy Baikie, Philip Cook and Bill Wallace will be seeking re-election and Elaine Grieve will be stepping down from the Committee, we would like to take this opportunity to thank her for her contribution to the Committee and wish her all the best for the future.

The meeting will be recorded as evidence that everything was done correctly and to evidence the number of people that attend.

Welfare Reform Update

The Association has been monitoring the current situation and working closely with tenants that may be adversely affected by the COVID pandemic, offering advice and support for anyone in need.

There have been a few temporary measures put in place regarding Universal Credit to help anyone directly affected or self isolating to ensure that claimants are able to manage their payments.

Change it up and Zoom with us

As we have all seen, many of the things we were used to doing face to face have moved online due to COVID-19. We could be engaging with a much wider group of tenants by moving our participation activities online.

We would love to know if you are interested in joining a Zoom coffee and catch up, the only downside being you have to bring your own coffee and cake! If this sound like something you might be interested in, drop me an email:

suzy.boardman@ohal.org.uk

