

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 26 March 2025

- Fiona Lettice
- Kate Hayes
- Brian Kynoch
- Suzanne Lawrence
- MaryAnn Lewis
- Bruce Pilkington
- Mervyn Sandison
- John White
- Roella Wilson

## BUSINESS PLANS

A new Business Plan "*Delivering for Orkney*" was presented, covering 2025-28 and setting out actions to be undertaken in the 3 years to deliver the plan. Detailed Appendices for year one were also presented and approved.



The **Orkney Care & Repair** Business Plan for 2025-26, outlining the current environment the service is operating in and some of the challenges, was also approved. It detailed opportunities to explore, and proposed plans and targets for the service to achieve during the financial year.



## Satisfaction Survey Results

Members received the results of the recent satisfaction survey for tenants, sharing owners and owners. 824 tenancies were surveyed with responses from 304 (37%). The Sharing Owners and Owners survey was sent to 267 households and 62 responses (23%) were received.

Overall, the responses from both groups were very positive and have improved from 2022, indicating strong levels of satisfaction across the board.



Some particular highlights were:

- Overall service satisfaction 90% (up from 83%)
- Satisfaction with Repairs service 94% (up from 90%)
- Whether our rents are value for money 81% (up from 77%)

Cost of living pressures and fuel poverty continue to impact tenants; however, there is evidence that these issues are diminishing, and staff continue to focus on helping our tenants, and improving all our services to tenants and residents.

## Community Bonds

Positive progress is being made with the subsidiary, Orkney Housing Enterprises, and Community Bonds. A draft Prospectus was presented to members and will be finalised over the next few weeks.

## OHAL 40 - plans for the year ahead

Members heard that plans are underway to celebrate the Association's 40th year, including a possible public event in June, special AGM in September, the launch of our new 3-year Business Plan and rebranding.



## 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 an update to the list of Governance Related Policies, full compliance with Regulatory Requirements, additions to the Evidence Bank in respect of Regulatory Requirements and Standards, and agreed to check the evidence bank as a group at Sub-Committee meetings.

### Policy Reviews

Members noted outstanding Policy work and approved the following:

- 1) *Treasury Management Strategy for 2025/26*
- 2) *ICT Strategy*
- 3) *Workforce Strategy*
- 4) *Customer Engagement Policy*
- 5) *Anti-social Behaviour Policy*
- 6) *Contractors Policy*

### Addition to Approved List of Maintenance Contractors

Members approved the addition of *Matty Wood* to the Approved List of Maintenance Contractors.

### Sub-Committee Reports

Members received reports from the Audit & Risk Management Sub-Committee and the Performance & Resources Sub-Committee, detailing the record of decisions made at their recent meetings.

### Recruitment & Staffing Update

This report updated members on progress with staff professional training and development qualifications.

### Report from Health & Safety Working Party

Members received updates on the current position, following a recent meeting.

### Employee Survey

The recent staff survey results produced a healthy, positive set of statistics. Comparing the 2023 and 2025 results, most areas showed improved percentages, with a highlight being that almost all employees advised that they agreed that they are proud to work for the Association.

Several suggestions regarding future priorities and service development, income generation ideas, and general changes to practices were received and these have been / will be incorporated into operational and team plans for the coming year.

### Management Committee

Appraisal Report: This highlighted a year of consolidation, training and knowledge building. The achievements of the last year, particularly in terms of service delivery, was acknowledged but challenges are never far away. With the Association's 40th anniversary celebrations, rebranding, the re-launch of our subsidiary and development opportunities, an exciting time lies ahead. Several development topics were suggested, and these will form part of their Training Plan.

Training Plan: Members heard that all of the planned training sessions had been completed. In addition, several conferences, events & webinars had taken place, together with brief training sessions delivered by staff. A training plan for 2025/26 was discussed and agreed.

Recruitment: This report detailed the current position and presented options for recruitment which were discussed, and a way forward agreed.

### 2025/26 Budget Approval

A draft budget for 2025/26, which had been reviewed in detail by Performance & Resources Sub-committee, was presented to full committee who gave their approval.

### Arrears & Bad Debts Write Offs

Members gave approval for 4 irrecoverable rent and recharge accounts to be written off.

### Development Update

Members noted the current position with the development programme.

⇒ Walliwall Phase 9, Kirkwall: 9 rented properties are under construction, and nearing completion.

Plans for further schemes / development opportunities will be presented to members at their next meeting.