Minutes of a Meeting of the Management Committee of Orkney Housing Association Limited, held in the office and via Teams on Wednesday 27 May 2026 at 10.30am

Present:	In person: Brian Kynoch, David Bertram, John Foster, Suzanne Lawrence, Fiona Lettice, Bruce Pilkington, John Rodwell and Mervyn Sandison
In attendance:	Craig Spence (Chief Executive – CE) Mhairi Hughes (Head of Corporate Governance – HCG) Tracey Longworth (Director of Housing & Operations – DHO) Alan Sim (Customer Service & Performance Improvement Manager – CSPM) Luke Fraser (Development Manager – DM)) Sandy Dennison (Relief Accountant – RA) Connie Shearer (Minute Taker)
Observing:	Mary Laird and Ian McKay

PART 1 – STANDING ITEMS

1.1 Apologies for Absence

Apologies were noted from John White and Emma McConnachie (Housing Services Manager).

1.2 Declarations of (a) interest and (b) hospitality given/received in last 12 months for any items on the agenda.

The HCG intimated that for Item G9, Mary Laird and Ian McKay would be asked to leave the room.

1.3 Minutes of Management Committee meetings held on 25 March 2026

The Minutes were agreed to be an accurate record of the meeting and were proposed by John Rodwell and seconded by Fiona Lettice. The Minutes were later signed by the Chair.

1.4 Matters Arising & Deferred Items

1.4.1 The Chair updated members on recent correspondence with OIC and that a response is expected on or before 04 June. Members will be kept informed.

1.5 Future Meeting Dates:

Wednesday 27 July, 10.30am – Management Committee

Item G9 was taken at this point. Mary Laird and Ian McKay were asked to leave the room for the discussion. They then returned for the remainder of the meeting, and the Chair welcomed them both as new Committee members.

G9 Resolutions, Applications for Membership & Co-option (Paper No MC/26/11)

G9.1 The HCG presented the paper which detailed two resolutions, and two applications for general membership, both of whom wished to be considered for co-option to the Management Committee.

G9.2 Members approved the 2 general membership applications and invited Mary Laird to fill the casual vacancy and Ian McKay to be co-opted to Committee, both until the next AGM.

G9.3 Following discussion, members:

a) approved two resolutions;
b) approved two general membership applications;
c) invited Mary Laird to fill the casual vacancy and Ian McKay to be co-opted until the AGM; and
d) noted the remainder of the Paper.

PART 2 – STRATEGY

S1 5 Year Financial Projections (Paper No MC/26/01)

S1.1 The RA presented the paper which detailed the Association's five-year financial projections, based on the approved budget and 30-year cashflow projections considered by MC in March 20256 (with any updates since then).

S1.2 Following discussion and scrutiny, members approved the 5 Year Financial Projections as presented, subject to any minor amendments, and authorised the Chief Executive to make the submission to the Scottish Housing Regulator on behalf of the Association.

S1.3 The CE expressed thanks to the RA for all the work they had done on this; their input, knowledge and expertise was very much appreciated.

S2 Approval of Loan Portfolio Submission (Paper No MC/26/02)

S2.1 The RA presented the paper which provided a comprehensive report required by the SHR, providing details of the Association's loan facilities as at 31 March. This included the c£10m of remaining approved finance available to draw down for development investment over the next three years.

S2.2 Following discussion, members approved the 2026 Loan Portfolio return and authorised the Chief Executive to finalise and submit the return to the Scottish Housing Regulator on their behalf.
The RA left the meeting.

PART 3 – GOVERNANCE & ASSURANCE

G1 SHR Self-Assessment Update (Paper No MC/26/03)

G1.1 Members noted the contents of the report and:

a) agreed that no material changes are required to the AAS since its submission;
b) noted that no notifiable events have been submitted since the last meeting;
c) noted the update to the list of Governance Related Policies; and
d) noted the additions to the Evidence Bank in relation to the Regulatory Requirements and Regulatory Standards.

The CSPM joined the meeting.

G2 Approval of Annual Return on the Charter 2025-26 (Paper No MC/26/04)

G2.1 The DHO presented the report which details the Association's performance for the year ended 31 March 2026. The ARC is submitted to the Scottish Housing Regulator who monitors the performances of all RSLs and Local Authorities in Scotland. An attachment to the paper provided full details but the DHO gave explanations of a few of the Indicators.

G2.2 Members were pleased to note the significant improvement in the reactive repairs performance. The CE said a lot of hard work had gone into this and commended the team for their performance.

G2.3 Following discussion, members:

a) noted the content of the Return;
b) authorised the Chief Executive to make any final necessary amendments to the comments in the Return; and
c) to submit both the ARC and Stock Returns to the Scottish Housing Regulator.

G3 Policy & Reviews (Paper No MC/26/05)

G3.1 Members noted the outstanding policies due for review and the progress with these to date.

G3.2 Members approved the revised:

a) Recruitment & Selection Policy; and
b) Void Property Management Policy.

G4 ARM Chair Report (Paper No MC/26/06)

G4.1 Management Committee noted the update and record of decision from the recent Audit & Risk Management Sub-committee.

G5 ARM Annual Report (Paper No MC/26/07)

G5.1 This report detailed the decisions of the ARM sub-committee for 2025/26. The report showed clear and informative reports over the year which gave strong assurances to MC that the systems of internal control are effective and support good governance.

G6 P&R Chair Report (Paper No MC/26/08)

G6.1 Management Committee noted the update and record of decisions from the Performance & Resources Sub-committee meeting. The Chair was pleased to note an operating surplus ahead of expectations at the end of the year.

G7 P&R Annual Report (Paper No MC/26/09)

G7.1 The report detailed the work of the P&R sub-committee for 2025/26, which gave assurance that systems for management performance and resources are comprehensive and have been fully scrutinised over the year.

G8 Annual Governance Report (Paper No MC/26/10)

G8.1 The HCG presented the paper explaining that it monitors compliance with Policies and Procedures relating to members and contains assurances around compliance with Data Protection, Freedom of Information and Environmental Information Regulations, Equalities and IT, all of which we are required to report annually. The HCG was pleased to note the level of training undertaken by our voluntary Committee members which was more than double the target hours per year.

G8.2 Members noted the contents of the report which has been provided for assurance and information purposes only.

G10 Summer Engagement Event Options (Paper No MC/26/12)

G10.1 An engagement event has been scheduled for late summer, involving a mix of property visits and tenant engagement. Members were presented with two possible options.

G10.2 Following discussion, members:

a) decided on Option 1 in the paper, ie West Mainland schemes tour; and
b) delegated authority to the Corporate Governance Team to finalise arrangements.

G11 Contracted Services (Paper No MC/26/13)

G11.1 The CE introduced the paper and outlined the background regarding the provision of insurance and legal services and how these are procured as per the Association's Procurement Policy. They then went over various options for members to consider for ongoing insurance and legal services.

G11.2 Following detailed discussion, Members:

- delegated authority to Leadership Team, in accordance with the Procurement Policy, to review legal services on an annual basis thereafter;
- decided to proceed with Option 3 in the paper, relating to insurance services, which would result in a temporary suspension of the Procurement Policy; and
- noted that the Procurement Policy will be re-visited at a future date.

G12 Internal Audit Annual Report (Paper No MC/26/14)

G12.1 The HCG's paper detailed the Internal Auditor's Annual Report for 2025/26. Members noted that *Tenant Engagement* was awarded reasonable assurance, whilst *Tenant & Resident* Safety was awarded limited assurance. One of the recommendations in the report had been completed with the rest in progress.

G12.2 Members noted:

a) the assurances provided by the Internal Audit reviews;
b) the progress made in respect of recommendations received; and
c) the content of the Annual Report.

G13 Staffing Update (Paper No MC/26/15)

G13.1 The HCG presented the paper and updated members on recent successful recruitment for a Head of Finance and an Estates & Trades Team Assistant.

G13.2 Members also received an update with staff professional training and development qualifications.

G13.3 Management Committee noted progress with recruitment and the remainder of the paper which was for information only.

PART 4 – PERFORMANCE

P1 Q4 Business Plan & Risk Management Report (Paper No MC/26/16)

P1.1 The CE presented the report which provided members with assurance of effective management of organisational performance and risks during 2025/26. For the benefit of new Members, he explained the process Committee and staff undertake each year to produce the Operational Plan, KPIs, Risk Register and Risk Tracker.

P1.2 Members were informed that 8 out of 13 actions in the Operational Plan had been completed, 3 partially completed and 2 were not due. It was noted that, of the 18 KPIs in the Business Plan, all but 3 had been met at year-end, and one, *P3 Satisfaction with New Homes*, showed a zero return due to no homes requiring to be surveyed in the reporting year.

P1.3 Following discussion, members noted the contents of the paper.

P2 Complaints & Compliments Report (Paper No MC/26/17)

P2.1 The CSPIM presented the report which provided data and analysis of the complaints and compliments received during 2025/26. Members noted that complaints had decreased by a third compared to the previous year, and that the new *Complaints Satisfaction Questionnaire* had only received 5 responses.

P2.2 OHA's Tradesman Team, together with the Care & Repair Team, continue to receive a high number of unsolicited compliments and expressions of appreciation for services provided.

P2.3 The Chair acknowledged the huge amount of work that staff do to look after tenants, and it was good to see positive feedback.

P2.4 Members noted the contents of the report.

The DM joined the meeting

PRESENTATION: *Development – an introduction*

The Development Manager gave a very detailed, interesting presentation on the Association's development programme which included information on funding; the Scottish Government's response to Scotland's housing emergency; rural and island implications, strategic context both national and local; Housing Needs and Demands, and the Strategic Housing Investment Plan (SHIP); and the development process, including challenges and opportunities.

P3 Development Report (Paper No MC/26/18)

P3.1 The DM updated members on progress with the development programme. Recent discussions with OIC on several development sites had been positive. Work on updating the Strategic Housing Investment Programme (SHIP) is expected to start shortly, and OHA will be putting forward a number of suggestions to be included.

P3.2 Work at Walliwall 10 is underway for 41 properties, and it is hoped a phased approach to handing over houses be utilised, with an initial 11 properties handed over in the first phase.

The purchase of two properties in Rendall has completed and the purchase of a former shared ownership property in Stromness, all of which have been taken into rented stock will conclude shortly. A further opportunity arose to purchase a one-bedroom property in Kirkwall and is being progressed. Two further properties for purchase also into rented stock are being explored.

P3.3 Walliwall Phase 9A (8 x NSSE) properties are almost complete with offers issued for all.

P3.4 Association staff are investigating a potential opportunity for development at a planned at a site in Kirkwall; members will be kept informed of developments.

P3.5 Members noted the position with:

- the development programme; and
- off-the shelf purchases, and delegated authority to the Development Manager (or Chief Executive in his absence) to progress the properties outlined in the paper, purchase at an amount not exceeding valuation, and accept relevant grant offers.

PART 5 – ITEMS FOR DISCUSSION

None

PART 6 – ITEMS FOR INFORMATION

I1 Cost of Living Update (Paper No MC/26/19)

I1.1 The report highlighted the continued impact the cost-of-living crisis is having on tenants. Association staff continue to engage, both locally and nationally, with relevant support organisations which augments the support offered by Association staff and allows access into potential funding streams.

I1.2 Members noted that over £14k from the Tenancy Sustainment Fund had been awarded to tenants requiring assistance. The reasons behind applications vary but the most common was employment changes ie unemployment or irregularity of hours. Additional funding of over £58k had been received from Upstream Tenancy Sustainment Fund which enabled support to 103 households with an average award of £577.37.

I1.3 Members noted the content of this report.

Any Other Competent Business

Members agreed to grant special leave of absence to a member who has missed three meetings in a row for personal reasons.

There being no further business, the meeting closed at 1.10pm.

Signed: ………………………….. Date: ………………….

Chair