

<b>ANNUAL GENERAL MEETING</b>		<b>THURSDAY 5<sup>TH</sup> SEPTEMBER 2024</b>
<b>AGENDA ITEM:</b>	<b>4</b>	<b>APPROVAL OF MINUTES OF PREVIOUS MEETING</b>

## **CRAIGDALE HOUSING ASSOCIATION MINUTES OF THE ANNUAL GENERAL MEETING HELD ON THURSDAY 14<sup>TH</sup> SEPTEMBER 2023 AT 6.30PM AT CASTLETON PRIMARY SCHOOL**

### **MEMBERS PRESENT:**

Des Phee	Morag Cameron	Tracy Lynch	Lee Kerr
Kevin Boyle	Louise Bacon	Marie Wallace	Ann Scott (Observer)
Claire Taylor	Stephen Kelly	Brenda Coyle	John Kilpatrick
Jean Robertson	Stephen Baxter	Susan Caldwell	
Mary Dunnett	Ann Booth	Alice Matthews	
Scott Loudon	Ann Strain	Claire Keenan	

### **IN ATTENDANCE:**

Linda Chelton	Chief Executive Officer	
Frances Cunningham	Senior Corporate Services Officer	(Minute Secretary)
Jaclyn Murray	Housing Services Assistant	
Allana Hammell	Housing/Corporate Assistant	
Linda Burns	Corporate Services Assistant	
Holly Maciver	Azets Chartered Accountants	

### **1. Chief Executive's Remarks**

Linda Chelton, Chief Executive Officer welcomed everyone to tonight's AGM, and thanked the membership for giving up their time to join us tonight.

Linda highlighted to the Membership that a full copy of the Audited Accounts is available on our website or if you let Frances or Allana know they will send out a full copy.

Linda introduced everyone at the top table:

- Des Phee, Chairperson
- Holly Maciver – Azets - Auditor
- Frances Cunningham, Senior Corporate Services Officer (Minute Secretary)

Linda highlighted that most of the Board and Staff are at tonight's meeting.

Linda advised that she would like to extend a huge thank you to the Board & Staff for their hard work & commitment to Craigdale & for the support they have given her throughout the year.

Before I hand you over to Des, I would just like the membership to note that there will be a chance towards the end of the AGM for you to ask questions and that there will be a cash draw at the end of the AGM tonight.

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### 2. Chairperson's Remarks

The Chairperson, Des Phee thanked everyone for their attendance tonight and welcomed them to our 2023 AGM.

### 3. Apologies for Absence

The Chairperson asked if any Apologies had been tendered for tonight's meeting

Isobel Brannigan  
James Brannigan  
Hilary Tennant  
Christine Leitch  
Rona Day

Margaret Thomson  
Lucy Madigan  
Mary McFadyen  
Andrew Stevenson  
Dorothy McMahon

Christine McCormack  
Ian Cameron

### 4. Approval of the Minutes from the Annual General Meeting of Thursday 15<sup>th</sup> September 2022

The Membership approved the minute as a correct record of the Annual General Meeting held on Thursday 15<sup>th</sup> September 2022.

**Proposed By:**                      **Stephen Baxter**                      **Seconded By:**                      **Ann Strain**

### 5. Matters Arising from Previous Minutes of Annual General Meeting – Thursday 15<sup>th</sup> September 2022

Des Phee asked for an amendment to the minute as it stated that the meeting was held via Zoom rather than in person at the Birgidale Complex.

### 6. Chairperson's Report

Des thanked and welcomed everyone to our Annual General Meeting and highlighted that he was really pleased to see everyone here this evening.

Des mentioned that when we look back at 2022 and 2023, we must reflect on coming out of a very difficult few year's here at Craigdale.

Since the pandemic we have been back to business as usual, but we have noticed a drop in footfall to the office. The pandemic has changed our usual routines and visits to our office are no exception. We have been developing different ways for our customers to communicate with us and these will be operational later this year. This includes a new online communication platform and a portal to enable customers to report repairs, pay rent and check appointments at any time 24/7. Our office will also reduce opening times and will be

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closed all day, Wednesday and Friday; however our telephones and online communications will be fully operational with the exception of the usual Wednesday afternoon closure for staff training. This reduced office opening will allow staff more time to get out and about in the area and will save money on lighting and heating reception.

Governance: We are governed by a Board of 10 members and our meetings are now fully back in person with the option to join remotely if required.

Business Plan 2021-2024: The Association revised its 3-year Business Plan in November 2020, reframing the existing 5 strategic objectives and creating 1 new objective. The new plan was agreed in March 2021 and covers us for the period 2021-2024.

In January 2023 we held a business planning day for all the Board and staff. At this meeting we looked at the current strategic objectives and decided that they were still fit for purpose and that no revisions would be needed for the year.

We are meeting again in October to look at the new business plan to take us from 2024 to 2027. Following this meeting a draft of the new plan will be circulated to all members for comment prior to publication in April of 2024.

Staffing Update: We have had a couple of changes to staffing during the year, Richard O'Brien the Maintenance Officer and Samantha Morton the Senior Housing Officer both left the organization. Lisa Campbell became the new Senior Housing Officer and Daniel Murray has been temporarily covering the maintenance role to allow Linda Chelton the CEO time to look at the staff structure. A new structure is currently being considered and this will be shared with members once agreed.

New Build: It is with great pride that I can announce our first new build in 16 years came off site in February 2023. Glenacre Terrace development commenced on site in late 2021, And now provides 36 much needed new homes in our area. The Housing Minister Paul McClelland officially opened the site in June.

Housing Management: The Association's Housing Services Team had another busy and successful year, despite the challenges caused by the cost-of-living crisis. When measured against other Registered Social Landlords our performance fares very well.

I would like to highlight just some of the Team's key achievements for the year:

- 73 properties were let during the year, this included the 36 new build, our lets last year were 15 properties so there was a massive increase in the staff workload.
- Our average time to re-let an empty property was 9.34 days, the Scottish average last year was over 55 days.

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- Gross rent arrears were low at 2.31%
- Tenants reported 313 emergency repairs: with our average time taken to complete emergency repairs under 2 and a half hours.
- Tenants reported 993 non-emergency repairs: and our Average time taken to complete these was 3.49 days a full day reduction on last years' performance.
- 99.9% of the Association's reactive repairs were completed right first time against the Scottish average of 87%

Community Involvement: Once again, this year we held our children's Halloween party and both our adult and children's Christmas parties went ahead with an excellent attendance at all three events.

With Southside Housing Association we were successful in gaining funding totaling over £150,000 for use by the four Associations in the partnership. This allowed us to help people with the cost of their fuel bills and support people with Asda shopping vouchers. The Welfare Rights Officer supported a total of 383 people at our Tuesday surgeries throughout the year and helped people access over £287,000 of additional benefits.

Summary: The staff have again been brilliant in the past year even with staff shortages and a much-increased workload. I want to take this opportunity to thank them for all their efforts on behalf of the Board. We pride ourselves on our staff and know through our tenant satisfaction surveys how well you our tenants rate them. This has never been more evident than in the past couple of years when staff have excelled themselves providing support and assistance from a friendly check in call to offering support through our Welfare Benefit and Money Advice service our staff are always here to help.

I want to thank my fellow Board members, for their huge amount of time and commitment. Our Board are passionate about Craigdale and are committed to moving forward and meeting all of the challenges, which lie ahead. We feel that Craigdale has a bright future and through the hard efforts of our staff we hope that we can have another successful year, despite all of the challenges that we face.

And to you, our members, for your commitment to Craigdale, we thank you and hope you and your families remain safe now and in the future.

### **7. Presentation of Annual Accounts, Balance Sheet and Auditors Report.**

Holly Maciver presented the Report and Financial Statements for the year ended 31<sup>st</sup> March 2023. Holly explained that she would discuss our income & expenditures, balance sheet and specific notes.

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### **Statement of Comprehensive Income Page 11**

Holly explained that the Turnover has increased by £185k compared to the prior year up to £2.1m. The main element of turnover is the income generated from rents and for the year ended 31 March 2023 this has increased due to the income being generated from the units at the new development.

Operating expenditure has increased by £363k to £1.85m. This movement is mainly due to a £99k increase in maintenance carried out during the year and a £142k increase in the housing depreciation during the year due to the additional units from the new development being depreciated. There was also an increase in management and maintenance administration costs due to inflationary increased to overheads.

So, at the end of the year the Association made a surplus of £222k. But explained that this isn't viewed as a profit, it is reinvested into the reserves of the Association to continue maintaining houses, for future component replacement programmes and to ensure the Association can continue to meet its day-to-day expenditure in a challenging environment.

An actuarial loss of £80k on the pension scheme has been recognised in the accounts. It is important to note that this is an accounting movement and not a cash movement and is likely to change annually.

### **Statement of Financial Position – Page 13**

Holly explained that our Fixed assets related to all of our housing properties. There are £20.7m of housing properties this year compared to £18.2m in the prior year. Movement is due to additions for the new development of £2.9m, component additions to existing properties of £171k less depreciation £598k.

Debtors – is everything that the Association is due to receive. This decreased in the year by £22k compared to the prior year end. Rental arrears are slightly increased at the year-end which has been offset by a fall in other debtors which included amounts due in respect of the new development. As part of the audit, we do a lot of detailed testing in this area.

Cash balances are healthy as £2.2m. £600k of this was held in a short-term deposit account at the year-end so it has been disclosed separately. Therefore, there are sufficient funds for planned repair/maintenance projects.

Creditors – is the money the Association is due to pay out. Creditors overall have increased by £1.6m mainly due to drawdowns of loans to pay for the new development.

Therefore, the bottom-line figure is showing net assets of £7.6m compared to £7.4m last year. You are going in the right direction and overall sitting in a healthy position.

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### **Audit**

Holly explained in terms of the audit we have performed our audit in accordance with International Standards on Auditing for the UK. As we say every year Housing Associations are heavily regulated both from The Scottish Housing Regulator and numerous accounting and auditing legislation.

The audit opinion given this year was what we call a clean audit one which means that Craigdale fully complied with legislations and the accounts show a true and fair view of the performance of the Association for the past 12 months.

Before we started the audit, we looked at the sector and Craigdale as a whole to identify areas where risks are most likely to lie and then we planned our testing to address these risks.

The risks identified this year were:

- Management override
- Revenue recognition
- Appropriateness of expenditure
- Recoverability of rental arrears
- Impairment of housing properties
- Depreciation of housing properties; and
- Valuation of the pension scheme.

We performed detailed testing on all these areas to ensure that the Association has controls in place to manage these risks. Holly was pleased to advise that no issues were noted.

Holly summarised that our audit fieldwork was performed satisfactorily.

All the books and records were ready for us, and we were able to perform the audit in an efficient manner.

I'd like to thank Frances, FMD and the rest of the team for being available throughout the audit to answer all our questions and help us get through the testing.

Holly asked if anyone had any questions on the statement of comprehensive income.

No questions were asked.

The membership confirmed the approval of our financial statement for 31<sup>st</sup> March 2023.

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**Proposed By:** Claire Taylor **Seconded By:** John Kilpatrick

**The membership confirmed the approval of our financial statement for 31<sup>st</sup> March 2023.**

**8. Appointment of Auditors for Following Year.**

Des explained that the Association procured External Audit Services during the summer and the Board of Craigdale Housing Association would like to recommend to the Membership the Appointment of CT (formerly Chiene & Tait) Audit Services as our External Auditors and to appointment them for the finance year 2023/24.

The membership confirmed the appointment of our Auditors CT for the forthcoming finance year.

**Proposed By:** Susan Caldwell **Seconded By:** Ann Strain

**Linda thanked Holly Maciver and the Azets Team for all their help and support over the past years.**

**9. Election of Board Members.**

Des invited Linda to take the remainder of the meeting.

Linda highlighted to the membership that a huge vote of thanks goes to the Board for the time they give up attending meetings, training and reading legislation with a special vote of thanks goes to our chairperson, especially during a difficult and challenging time.

Linda explained that in accordance with the Association's Rules at the end of every AGM one third of the current Board Members must retire (co-optees are not included in this number). The retiring Board Members are the longest serving since the date of their last election. Co-optees must also retire but do not need to be nominated.

Based on the above Christine McCormack, Morag Cameron and Claire Taylor are the Board Members stepping down.

Christine McCormack, Morag Cameron and Claire Taylor have been nominated for re-election and have been accepted by the Board.

I am pleased to announce that we have received one additional nomination to join the Board. The nomination has been received from Lucy Madigan. As we have vacancies on the Board all nominations have been accepted.

I am pleased to inform the Membership that our Board will now consist of the following members:

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Christine McCormack, Morag Cameron, Claire Taylor, Des Phee, Hilary Tennant, Louise Bacon, Stephen Baxter, Kevin Boyle, Stephen Kelly and Lucy Madigan.

Linda asked the Board to remain behind after tonight's AGM for a short Board Meeting.

Linda advised that John Kilpatrick was stepping down from the Board and thanked him for his time and dedication to the Association and wished him well in his endeavours.

### 10. A.O.C.B.

Linda asked the Membership present if they had any questions they wished to raise.

#### a) Questions & Answers

- *Ann Booth asked if there were any improvements scheduled for this year. Linda advised that our Phase 1 & 2 properties in Downcraig Drive, Road & Birgidale Road were due new boilers and radiators however, due to cost of living the tender price has come in over budget.*

#### b) Prize Draw

There was no other business for discussion Linda invited Holly Maciver to assist with drawing the raffles. The winners were:

1st	Lee Kerr
2 <sup>nd</sup>	Tracy Lynch
3 <sup>rd</sup>	Mary Dunnett

Finally, Linda thanked everyone for their attendance and concluded this year's Annual General Meeting.

**The meeting concluded at 7.05pm**