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| ANNUAL GENERAL MEETING | | THURSDAY 16TH SEPTEMBER 2021 |
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| AGENDA ITEM: | 4 | APPROVAL OF MINUTES OF PREVIOUS MEETING |

CRAIGDALE HOUSING ASSOCIATION MINUTES OF THE ANNUAL GENERAL MEETING HELD ON THURSDAY 24TH SEPTEMBER 2020 AT 6.30PM VIA ZOOM

MEMBERS PRESENT:

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| Christine McCormack | Joyce Welsh | John Kilpatrick | Tracy Lynch |
| Morag Cameron | Patsy Beaton | Des Phee | Pat Main |
| Claire Taylor | Lee Kerr | Andrew Stevenson | Jaclyn McCann |
| Helen Bayne | Ann Booth | Hilary Tennant | Dee Burns |
| Christine Leitch | | | |

IN ATTENDANCE:

| | | |
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| David Mackenzie | Chief Executive Officer | |
| Frances Cunningham | Senior Corporate Services Officer | (Minute Secretary) |
| James Doherty | Scott Moncrieff Chartered Accountants | |

1. Chief Executive's Remarks

David Mackenzie, the Chief Executive Officer welcomed everyone to tonight's AGM, and thanked the membership for giving up their time to join us for our first virtual AGM tonight. It really is good to see you all.

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

David introduced everyone at the top table:

- John Kilpatrick, Chairperson
- James Doherty – Scott-Moncrieff - Auditor
- Frances Cunningham, Senior Corporate Services Officer – Minute Secretary

David highlighted that most of the Board are at tonight's meeting.

David advised that he would like to extend a huge thank you to the Board & Staff for their hard work & commitment to Craigdale & for the support they give me throughout the year.

Before I hand you over to John, I would just like to mention a few things

- There will be a chance towards the end of the AGM for you to ask questions
- There will be the cash draw at the end of the AGM tonight.

2. Chairperson's Remarks

The Chairperson, John Kilpatrick thanked everyone for their attendance tonight.

| | | |
|------------------------|---|--|
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| | | |
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3. Apologies for Absence

Apologies were tendered on behalf of:

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| Susan Caldwell | Margaret Welsh | James McIlroy |
| Margaret Fitzpatrick | James Coyle | Alex McFarlane |
| May McFadyen | Lynne Donnelly | Carol McLachlan |
| Karen McAuley | Dorothy McMahon | Catherine Sinclair |
| Linda Docherty | Cornelius Logue | Cath Sinclair |
| James Gallacher | Rose Brown | Enzina McMillan |
| Anna Munro | Mary Dunnett | William McCrindle |
| Roseanna Martin | Patricia Bowden | Iain Cameron |
| Alison Rae | Joe Bowden | Isabel Drummond |
| Margaret Thomson | Margaret Cosh | Clare Keenan |
| Isobel Brannigan | Sean Kerr | John Forbes |
| James Brannigan | Georgina Reddie | Brenda Coyle |
| Peter Menellis | Catherine Jones | Jean Livingston |
| Charles Burns | Roseann Traynor | Rona Day |
| Sandra O'Hara | Marie Wallace | Alice Matthews |
| Elaine McCulloch | Rose Walker | Ann Strain |
| Patrick Fitzpatrick | Jean Robertson | William Beaton |
| Donna Marie Boyce | Janet McManus | Helen Douglas |
| Irene Kyle | Jeanette Brown | John Duncan |

4. Approval of the Minutes from the Annual General Meeting of Thursday 5th September 2019

The Membership approved the minute as a correct record of the Annual General Meeting held on Thursday 5th September 2019; as proposed by Claire Taylor and seconded by Christine Leitch.

5. Matters Arising from Previous Minutes of Annual General Meeting – Thursday 5th September 2019

There were no matters arising from previous minutes.

6. Chairperson's Report

John thanked and welcome everyone to our Annual General Meeting. He highlighted that tonight is not what we would have thought would be happening this time last year and in common with many organisations we have had a difficult time over the past 6 months. Although our AGM normally reflects on the year that has ended in March, we

| | | |
|-------------------------------|----------|--|
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cannot possibly ignore the events of the past 6 months.

With that in mind can he thanked the membership for participating this evening in this most unusual way. We had tried very hard to hold our Annual General Meeting in the normal fashion, however this was not possible due to government restrictions. We know that not all our tenants can access this meeting and hope that we will be able to get back to carrying out the AGM in the normal way this time next year.

So, when we look back at 2019/20 there is a lot to be proud of and a lot to look forward to.

The Association continued with our excellent range of community events throughout the year and the highlight of this was our Over 50's Mystery Tour of Loch Lomond and Family Trip to Blair Drummond Safari Park. We know this might be difficult to re-create this year, but we will give it our very best.

Our performance in 2019/20 was excellent as we continue to meet our targets, which are set at the beginning of every year and monitored by the Board.

John highlighted that we:

- Let 21 houses with an average period of 2.76 days
- Lost only £543 for the whole year whilst properties were empty
- Our rent arrears increased; however, this was impacted as lockdown restrictions were introduced preventing some people from paying rent in the normal manner
- Responded to all complaints within our agreed timescales
- Completed non-essential repairs in an average of 2.58 days

We invested £285k over the year in improvements to tenant's homes with major improvements including new bathrooms and new kitchens.

As a Board we have gone from strength to strength with 3 new members joining us this time last year. We have places still available on our Board and if anyone is interested, please speak to Frances or David, who would be more than happy to discuss this with you.

We are now in the final year of our current business plan and we will now look to create a new strategy for the future however we know that this is uncertain now more than ever. We will continue to do everything that we can to help our tenants and work with other agencies to assist out tenants and provide excellent services. This will include investing in homes, keeping rents affordable and building new homes.

| | | |
|-------------------------------|----------|--|
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| | | |
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We also said our goodbyes to our former Director Anne Marie Brown, and I am delighted to say that we have now appointed David Mackenzie, as our new Chief Executive Officer. David joined us initially as our interim Director in January before being appointed into the new role in May this year. We are delighted that David has joined us and we know that he is passionate about involving tenants and we have already seen this even before lockdown restrictions were implemented.

The Association joined West of Scotland Housing Forum in 2019/2020 and we continue to work closely with other Housing Associations particularly those like us who are based in Castlemilk.

As usual our staff have been brilliant in 2019/20 and 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 tenant satisfaction surveys how well our tenants rate our staff. This has never been more evident than in the past 6 months, when staff have excelled themselves providing support and assistance to all our tenants. From a friendly check in call to offering support through our new Welfare Benefit and Money Advice service our staff are always here to help.

Our staff also administered over £25 thousand pounds worth of grants to our tenants during the pandemic and did this in a safe manner connecting us with our tenants during lockdown. This was a great feat and demonstrates that Craigdale cares about our tenants.

Finally, I would re affirm that we are well placed for the future with our office upgrade works now underway. This was delayed as our previous contractor went into administration and then once we appointed a new contractor lockdown was imposed. Please bear with us as we hope the new office improvements will be worth the very long wait. We hope to be up and running as soon as works are complete and as soon as the Government allows offices to re-open.

The Chair would like to thank my fellow Board members, for their huge amount of time and commitment over the past year. As a new Chairperson I have enjoyed the many challenges that have come our way and the support of every singly Board member is hugely appreciated. Our Board are passionate about Craigdale and are committed to moving forward and meeting all 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 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.

| | | |
|------------------------|---|--|
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| | | |
| AGENDA ITEM: | 4 | APPROVAL OF MINUTES OF PREVIOUS MEETING |

CRAIGDALE HOUSING ASSOCIATION MINUTES OF THE ANNUAL GENERAL MEETING HELD ON THURSDAY 24TH SEPTEMBER 2020 AT 6.30PM VIA ZOOM

James Doherty presented the Report and Financial Statements for the year ended 31st March 2020. James explained that he would discuss our income & expenditures, balance sheet and specific notes.

James highlighted that a lot of work has gone into preparing the accounts.

James referred to the Report by the Auditors to the Board on Corporate Governance Matters (Page 6) and Independent Auditors' Report to the Members of Craigdale Housing Association (Page 7-9) in particular the Opinion on the Financial Statements paragraph.

James was satisfied that the Accounts give a true and fair view of the state of the Association's affairs as of 31st March 2020. He was also satisfied that proper books and records had been maintained by the Association and that adequate controls were in place to safeguard the Association's assets and have been properly prepared in accordance with the Co-operative and Community Benefit Societies Act 2014, the Housing (Scotland) Act 2014 and the Determination of Accounting Requirements 2015.

Statement of Comprehensive Income (previously Income & Expenditure Account)

James reported on our Statement of Comprehensive Income as follows:

Turnover: 2020 £1,851,142 – 2019 £1,839,459 (increase of £11,683 0.6%)

The increase in turnover in the year is largely due to the rent increase of 2.9% applied from the beginning of the financial year which amounted to approximately £42k. This was offset by a lower release of deferred capital grants in the year.

Operating Expenditure: 2020 £1,451,801 – 2019 £1,461,638 (decrease of £9,837 0.6%)

The decrease in operating expenditure in the year is largely attributable to a decrease in depreciation in the year of £120k. Planned and cyclical maintenance costs have increased by £103k due to the programme of works carried out costing more than in the prior year.

Other Comprehensive Income: 2020 £238,005 – 2019 (£141,000) (increase of £379,005 269%)

There was a £98k increase caused by a one-off initial recognition of the defined benefit liability in the prior year. In addition to this the actuarial gain on the pension scheme increased by £281k, this will vary year on year dependent on the actuarial assumptions used.

| | | |
|------------------------|---|--|
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| | | |
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CRAIGDALE HOUSING ASSOCIATION MINUTES OF THE ANNUAL GENERAL MEETING HELD ON THURSDAY 24TH SEPTEMBER 2020 AT 6.30PM VIA ZOOM

James asked if anyone had any questions on the statement of comprehensive income. No questions were asked.

Statement of Financial Position (Balance Sheet)

James reported on our Statement of Financial Position as follows:

Housing Properties: 2020 £16,276,601 – 2019 £16,438,258 (decrease of £161,657, 0.9%)

During the year, the Association made component additions of £292k, which were offset by a depreciation charge of £438k. Additionally, components were disposed of with a net book value of £13k.

Rental Debtors: 2020 £25,892 – 2019 £15,203 (increase of £10,689 52%)

This is due to Covid-19 impacting the ability of tenants to make payments before the year end. This also caused a lag in the universal credit payments, also contributing to the increase

Cash and Cash Equivalents: 2020 £1,328,043 – 2019 £2,009,384 (decrease of £681,341 34%)

The overall cash and investment movement is £181k. This is due to £500k being transferred into a new deposit account near the year end. The remaining movement is deemed to be down to working capital movements, addition of new components and the surplus recognised in the year.

Housing Loans: 2020 £1,630,778 – 2019 £2,030,209 (decrease of £399,431 20%)

Loans have decreased due to capital repayments. There were no new loans in the year.

Trade Creditors: 2020 £129,952 – 2019 £61,719 (increase of £68,233 111%)

The increase is due to work carried out on smoke detectors and roofing repairs close to the year end. There was no such work carried out in the prior year.

Pension – Defined Benefit Liability: 2020 £nil – 2019 £280,335 (decrease of £280,335 100%)

An actuarial gain was realised in the current year for the SHAPS scheme which has resulted in a reduction of the deficit to nil.

James asked if anyone had any questions on the statement of financial position. No

| | | |
|------------------------|---|--|
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| | | |
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CRAIGDALE HOUSING ASSOCIATION MINUTES OF THE ANNUAL GENERAL MEETING HELD ON THURSDAY 24TH SEPTEMBER 2020 AT 6.30PM VIA ZOOM

questions were asked.

The membership were then invited to approve the Annual Accounts and Balance Sheet. These were proposed by Helen Bayne and seconded by Des Phee and approved by the membership.

8. Appointment of Auditors for Following Year.

John explained that we are required to confirm the appointment of our Auditors for the finance year 2020/21. The membership are invited to confirm the appointment of our Auditors Scott Moncrieff for the forthcoming finance year were proposed by Christine Leitch and seconded by Hilary Tennant and approved by the membership.

9. Election of Board Members.

John invited David to take the remainder of the meeting.

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

David 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 Des Phee, Andrew Stevenson and Hilary Tennant are the Board Members stepping down.

Des Phee, Andrew Stevenson and Hilary Tennant have been nominated for re-election. The nominations have been accepted by the Board.

I am pleased to announce that your Board will now consist of the following members:

Christine McCormack, Morag Cameron, Claire Taylor, Helen Bayne, John Kilpatrick, Des Phee, Andrew Stevenson, Hilary Tennant, Christine Leitch, and Peter Menellis.

David asked the Board to remain behind after tonight's AGM.

10. A.O.C.B.

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

| | | |
|------------------------|---|--|
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| | | |
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CRAIGDALE HOUSING ASSOCIATION MINUTES OF THE ANNUAL GENERAL MEETING HELD ON THURSDAY 24TH SEPTEMBER 2020 AT 6.30PM VIA ZOOM

a) Questions & Answers

Dee Burns asked if there was anything that the Association could do about the bins in the street. When Phase 3 was built the bin, stores were built to the front of the properties however we only had two bins we know have 5 bins. Is there any way the bins can be removed and maybe a common bin installed?

David advised that we are currently working with GCC Cleansing Department regarding to Bulk and the changes to this service. We are currently looking at Phase 1 & 2 (Downcraig Drive, Downcraig Road & Birgidale Road) bin store areas. Once we are happy with the design and layout, we hope to look at other developments to see if we can make improvements.

Patsy Beaton asked what was meant by redacted accounts. Frances mentioned that redacted meant hidden/removed. Due to Data Protection, we can no longer publish signed accounts in case someone forges their signature.

Patsy also asked who the newly appointed contractor was in relation to the Office Renovation. David advised that the previous contractor JB Bennetts went into Administration in February and we appointed City Building who are due to start on site on Monday. We are unable to give a completion date now as we are unsure how the pandemic will pan out and if any more restrictions will be put into place.

Patsy asked if we lost any funds with JB Bennetts going into administration. David mentioned that we are at an early stage however we will be looking to submit a claim once the contract has concluded.

Ann Booth asked if the bathroom contract had started again or is it on hold. David advised that most of the contract had been completed with only a couple of no accesses due to shielding.

Dee Burns asked if we had a timescale for the office works to be completed as we cannot get parked in the street. David advised that the contract is due to end in November however this will depend on lockdown restrictions.

Dee mentioned that the School parents are abandoning cars and blocking access to the low-rise pavement for her Dad to get on with his mobility scooter. David advised that we will be putting no parking signs up and will contact the school in relation to teachers parking in the Gardens and the way parents abandon cars.

b) Prize Draw

There was no other business for discussion Anne Marie invited Holly Maciver to

| | | |
|------------------------|---|--|
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| | | |
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assist with drawing the raffles. The winners were:

1st Dee Burns
2nd Ann Booth
3rd Patsy Beaton

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

The meeting concluded at 7.15pm