

ANNUAL GENERAL MEETING		THURSDAY 14TH SEPTEMBER 2023
AGENDA ITEM:	4	APPROVAL OF MINUTES OF PREVIOUS MEETING

CRAIGDALE HOUSING ASSOCIATION MINUTES OF THE ANNUAL GENERAL MEETING HELD ON THURSDAY 15TH SEPTEMBER 2022 AT 6.30PM VIA ZOOM

MEMBERS PRESENT:

Des Phee	Ann Strain	Ann Booth	Morag Cameron
John Kilpatrick	Susan Caldwell	Christine McCormack	Hilary Tennant
Stephen Baxter	Kevin Boyle	James Coyle	Stephen Kelly
Marie Wallace	Claire Taylor	Clare Keenan	Alice Matthews

IN ATTENDANCE:

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

1. Chief Executive's Remarks

Linda Chelton, the 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 know she will send out a full copy.

Linda introduced everyone at the top table:

- John Kilpatrick, 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 John, 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, John Kilpatrick thanked everyone for their attendance tonight and welcomed them to our 2022 AGM.

3. Apologies for Absence

Apologies were tendered on behalf of:

Isobel Brannigan	Linda Docherty	Jim McIlroy
James Brannigan	Neil Logue	Helen Bayne
Rose Walker	Brenda Coyle	Louise Bacon
Pat Main	Iain Cameron	Angela Hughes
Andrew Stevenson	Dorothy McMahon	Rona Day
Jean Robertson	Pat Bowden	

4. Approval of the Minutes from the Annual General Meeting of Thursday 16th September 2021

The Membership approved the minute as a correct record of the Annual General Meeting held on Thursday 16th September 2021; as proposed by Christine McCormack and seconded by Ann Strain.

5. Matters Arising from Previous Minutes of Annual General Meeting – Thursday 16th September 2021

There were no matters arising from previous minutes.

6. Chairperson's Report

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

When we look back at 2021 and 2022, we must reflect on the most difficult couple of years we have ever had here at Craigdale. Our office closed in February 2020, but we were one of the first Housing Associations in the country to reopen to our tenants and from the beginning of August 2021. We have largely remained open fully since then apart from a brief spell of in January 2022 when some staff contracted covid19 and the office was closed to protect both staff and tenants.

Since then, we have been back to business as usual, 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

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online communication platform and a portal to enable customers to report repairs, pay rent and check appointments at any time 24/7.

Governance - We are governed by a Board of 9 members and during the year we continued with our board meetings via Zoom Video meetings. However, in recent weeks we have started to meet in person with some people still attending via Zoom.

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 2022 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.

This meeting, however, was prior to the current cost of living crisis we are all facing with rising fuel and inflation pressures. We are holding another meeting in October to look at the effects these things are going to have on the long-and short-term plans of the organisation.

Staffing Update - As you will be aware David McKenzie our Chief Executive throughout the pandemic left shortly after the last AGM in September 2021 to take up a senior post with Link Housing and we are delighted to have welcomed, Linda Chelton in October 2021 as our new CEO.

Again, just after the AGM last year, our team came close runners up in a Chartered Institute of Housing award for our LENS project, this was an amazing achievement in such a strong field of nominees.

New Build - The new build project at Glenacre Terrace commenced on site in late 2021. This development will provide 36 much needed new homes in our area. This will be our first new build development since 2007 and working in partnership with AS Homes look forward to our homes being complete in late 2022 and early 2023.

Housing Management - The Association's Housing Services Team had another busy and successful year, despite the challenges caused by the Covid 19 pandemic in the early part of the year. Some of our timescales were seriously affected by Covid 19 however when compared 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:

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- 15 properties were re-let during the year.
- With an average time to re-let of 4.67 days.
- Gross rent arrears were low at 2.17%.
- Tenants reported 282 emergency repairs.
- with our Average time taken to complete emergency repairs under 2 and a half hours.
- Tenants reported 740 non-emergency repairs.
- And out Average time taken to complete these was 4.53 days.
- 96.85% of the Association's reactive repairs were completed right first time.

Community Involvement - Thankfully from late Autumn last year we were able to hold community events again. This meant that our children's Halloween party and both our adult and child Christmas parties went ahead with an excellent attendance at all three events.

Summary - The staff have again been brilliant in the past year, 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 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 over the past year. 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 31st March 2022. Holly explained that she would discuss our income & expenditures, balance sheet and specific notes.

Holly highlighted that 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.

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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
- Expenditure approval
- Rental arrears,
- Impairment of housing properties
- Depreciation of housing properties
- Covid -19 and
- Pension schemes.

We performed detailed testing on all these areas to ensure that the Association has controls in place to manage these risks and we are pleased to say no issues were noted.

So, in summary 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.

Statement of Comprehensive Income (previously Income & Expenditure Account)

Holly reported on our Statement of Comprehensive Income as follows:

Turnover:	2022: £1,910,061	2021: £1,933,910
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Turnover is broadly in line with the prior year figures, there was a decrease of £24k. The reason for the decrease was a reduction in grants received this year.

Operating Expenditure:	2022: £1,490,568	2021: £1,555,417
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Operating expenditure has decreased by £65k. This movement is mainly due to a £45k decrease in maintenance carried out during the year and a £11k decrease in the housing depreciation during the year.

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Other Comprehensive Income: 2022: £130,563 2021: £219,000

At the end of the year the Association made a surplus of £411k. But remember this isn't viewed as a profit, it is reinvested into the reserves of the Association to continue maintaining houses.

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

Statement of Financial Position (Balance Sheet)

Holly reported on our Statement of Financial Position as follows:

Housing Properties: 2022: £18,163,950 2021: £16,382,052

Fixed assets – so all your properties. There are £18.2m of housing properties this year compared to £16.4m in the prior year. Movement is due to additions for the new development of £2.1m, component additions to existing properties of £154k less depreciation £499k.

Debtors: 2022: £116,740 2021: £636,320

Debtors – so this is everything that the Association is due to receive. This decreased in the year by £519k as in 2021 there was a housing grant that was due to be received at the year end and this was not the case in 2022. As part of the audit, we do a lot of detailed testing in this area.

Cash and Cash Equivalents: 2022: £2,613,271 2021: £1,075,507

Cash balances are healthy as £2.6m. Therefore, there are sufficient funds for planned repair/maintenance projects.

Creditors:

Creditors – is the money the Association is due to pay out. Creditors overall have increased by £144k mainly due to timing and payment of invoices in relation to the new development and the repayment of your loans.

Therefore, the bottom-line figure is showing net assets of £7.4m compared to £6.9m last year. You are going in the right direction and overall sitting in a healthy position.

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

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The membership were then invited to approve the Annual Accounts and Balance Sheet. These were proposed by Ann Strain and seconded by Marie Wallace and approved by the membership.

8. Appointment of Auditors for Following Year.

John explained that the Association procured External Audit Services during the summer and the Board of Craigdale Housing Association at their Board Meeting of 29th August 2022 approved the appointment of Azets Audit Services and would like to recommend to the Membership the Appointment of Azets Audit Services as our External Auditors and to appoint them for the finance year 2022/23.

The membership was invited to confirm the appointment of our Azets Audit Services for the forthcoming finance year and were proposed by Ann Booth and seconded by Marie Wallace and approved by the membership.

9. Election of Board Members.

John 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 John Kilpatrick, Des Phee, Hilary Tennant and Louise Bacon are the Board Members stepping down.

John Kilpatrick, Des Phee, Hilary Tennant and Louise Bacon have been nominated for re-election. The nominations have been accepted by the Board.

I am pleased to announce that we have received three additional nominations to join the Board. The nominations have been received from Stephen Baxter, Kevin Boyle and Stephen Kelly. 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, Helen Bayne, John Kilpatrick, Des Phee, Hilary Tennant, Louise Bacon, Gemma Woodrow, Stephen Baxter, Kevin Boyle and Stephen Kelly.

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

10. A.O.C.B.

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

a) Questions & Answers

- *Pat Main has submitted her apologies however has asked for the following question to be asked. When will the bathrooms in her area be renewed? Linda advised that the bathrooms are scheduled for 2025/26 however depending on the economic crisis and value for money at the moment the scheduled date may be delayed.*
- *Clare Keenan asked what Phase did this relate to? Frances confirmed that this question related to Phase 6 and that she was in Phase 3 and technically would have her bathroom replaced sooner than Phase 6 however again this would all depend on the current economic crisis and value for money.*

b) Prize Draw

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

- 1st Morag Cameron
- 2nd Susan Caldwell
- 3rd James Coyle
- 4th Kevin Boyle – however Kevin declined the raffle and asked for it to be re-raffled.
Christine McCormack

Finally, Linda thanked everyone for their attendance and concluded this year's Annual General Meeting by distributing a £25 Asda gift card to the membership who were in attendance.

The meeting concluded at 6.55pm