

ANNUAL GENERAL MEETING		THURSDAY 15TH SEPTEMBER 2022
AGENDA ITEM:	4	APPROVAL OF MINUTES OF PREVIOUS MEETING

CRAIGDALE HOUSING ASSOCIATION MINUTES OF THE ANNUAL GENERAL MEETING HELD ON THURSDAY 16TH SEPTEMBER 2021 AT 6.30PM VIA ZOOM

MEMBERS PRESENT:

John Kilpatrick	Des Phee	Alice Matthews	Ann Strain
Gemma Woodrow	Ann Booth	Clare Keenan	Brenda Coyle
Christine McCormack	Margaret Fitzpatrick	James Coyle	Helen Bayne

IN ATTENDANCE:

David Mackenzie	Chief Executive Officer	
Frances Cunningham	Senior Corporate Services Officer	(Minute Secretary)
Holly Maciver	Azets 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 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
- Holly Maciver – Azets - 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 have given him 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 and welcomed them to our 2021 AGM.

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3. Apologies for Absence

Apologies were tendered on behalf of:

Jaclyn McCann	Morag Cameron	Rose Walker
Hilary Tennant	Neil Logue	Rona Day
Jean Robertson	Louise Bacon	Evelyn Foster
Angela Hughes	John Forbes	Dorothy McMahon
Isobel Brannigan	James Brannigan	Marie Wallace
Catherine Jones	Patricia Bowden	Claire Taylor
Christine Leitch	David Logan	

4. Approval of the Minutes from the Annual General Meeting of Thursday 24th September 2020

The Membership approved the minute as a correct record of the Annual General Meeting held on Thursday 24th September 2020; as proposed by Brenda Coyle and seconded by Ann Booth.

5. Matters Arising from Previous Minutes of Annual General Meeting – Thursday 24th September 2020

There were no matters arising from previous minutes.

6. Chairperson's Report

John thanked and welcomed everyone to our Annual General Meeting.

He highlighted that he was really pleased that we are able to hold the Annual General Meeting this year as an in-person event. Please note that we take your safety very seriously and we have spaced out seating to ensure that we can observe social distancing tonight.

When we look back at 2020 and 2021, we must reflect on the most difficult year we have ever had here at Craigdale. Our office closed in February 2020 and has only recently opened back up to the public from the beginning of August 2021.

We had to suspend non-emergency repairs on two occasions in 2020/21 and our investment programme was impacted throughout the year as we had to observe Scottish Government guidelines.

We received grant funding from the National Lottery, the Scottish Government and Cash for Kids to support our tenants and the funding was distributed directly to tenants, through our Craigdale Cares campaign.

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During the year we managed to carry out improvements to our office, which has been modernised with direct access for wheelchairs now available. Further improvements have taken place with a larger reception area and 2 interview rooms now available.

The Association is governed by a Board of 10 members, with no co-optee Board Members. We had to quickly re-arrange how we conducted meetings during the year and have continued with our normal meeting schedule, through Zoom Video Conference meetings.

Our Annual General Meeting for 2019/20 took place in September 2020 and we were delighted that so many of our tenants could attend for the first time via Zoom Video conferencing.

The Association revised its 3-year Business Plan in November 2020 and reframed the existing 5 strategic objectives and created 1 new strategic objective. The new plan was agreed in March 2021 and will cover the period 2021-2024.

We appointed our new Chief Executive Officer, David Mackenzie in May 2020 and said our farewells to our longstanding and popular member of staff Angela Hughes, who was replaced by Sam Morton in February 2021 as our Senior Housing Services Officer.

We also retained our Investors in People Gold status this year, which we were delighted about.

In February 2021, our team were recognized with a Chartered Institute of Housing award for our Craigdale Cares work as best frontline news story of the year. This was a fantastic achievement and was down to the hard work of our staff to support our tenants.

We launched our new website in 2020 and introduced a new Facebook page to ensure that we could communicate quickly with tenants, whilst still issuing our popular newsletters throughout the year.

Planning consent was received in 2021 to build 36 new affordable homes at Glenacre Terrace, providing much needed new homes in Castlemilk. This will be the first new build development since 2007 and we will be working in partnership with AS Homes with homes due to complete in 2022.

The Association's Housing Services Team had another busy and successful year, despite the challenges caused by the Covid 19 pandemic. Some of our timescales were seriously affected by Covid 19 however when compared against other Registered Social Landlords our performance fares very well.

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John highlighted some of the Team's key achievements for the year ending 31 March 2021:

- 14 properties were re-let during the year
- The average time to re-let a property was 11.93 days
- Gross rent arrears were 2.60%
- Tenants reported 315 emergency repairs
- Average length of time taken to complete emergency repairs was 2.15 hours
- Tenants reported 579 non-emergency repairs
- Average length of time taken to complete non-emergency repairs was 3.22 days
- 94.17% of the Association's reactive repairs were completed right first time

Craigdale Board decided to distribute the budget that would have been used on community events throughout the year directly to tenants. This meant that every tenant received a £25 gift voucher as a way of recognizing that events had not been able to take place.

As usual our staff have 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 tenant satisfaction surveys how well our tenants rate our staff. This has never been more evident than in the past year when staff have excelled themselves providing support and assistance to all of 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.

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 2021. Holly explained that she would discuss our income & expenditures, balance sheet and specific notes.

Holly highlighted 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 look 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. 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 David, 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:	2021: £1,933,910	2020: £1,851,142
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Turnover for the year has increased by £83k. The Association increased rents by 2% which accounted for the £30k of this increase. The remainder of the increase related to various grants received in the year.

Operating Expenditure:	2021: £1,555,417	2020: £1,451,801
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Operating expenditure has increased by £104k. This movement is mainly due to a £76k increase in maintenance carried out during the year and a £58k increase in the housing depreciation during the year

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Other Comprehensive Income: 2021: £219,000 2020: £238,005

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.

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: 2021: £16,382,052 2020: £16,276,601

Fixed assets are all your properties. There are £16.4m of housing properties this year compared to £16.3m in the prior year. Movement is due to additions for the new development of £561k, component additions to existing properties of £55k less depreciation £499k and disposals £12k.

Debtors: 2021: £636,320 2020: £47,895

Debtors – is everything that the Association is due to receive. This increased in the year by £588k due to a housing grant that was due to be received at the year end. As part of the audit we do a lot of detailed testing in this area.

Cash and Cash Equivalents: 2021: £1,075,507 2020: £1,328,043

Cash balances are healthy as £1.1m. 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 £47k mainly due to timing and payment of invoices and the repayment of your loans.

Therefore, the bottom line figure is showing net assets of £6.9m compared to £6.8m 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 Ann Booth 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 2021/22. The membership was invited to confirm the appointment of our Auditors Azets for the forthcoming finance year were proposed by Christine McCormack and seconded by Ann Strain 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 attending 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 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. The nominations have been accepted by the Board.

I am pleased to announce that we have received five additional nominations to join the Board. The nominations have been received from Catherine Jones, Louise Bacon, Evelyn Foster, Gemma Woodrow and David Logan. 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:

Christine McCormack, Morag Cameron, Claire Taylor, Helen Bayne, John Kilpatrick, Des Phee, Hilary Tennant, Catherine Jones, Louise Bacon, Evelyn Foster, Gemma Woodrow and David Logan.

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

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10. A.O.C.B.

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

a) Questions & Answers

Ann Booth asked if there was any planned maintenance due to be carried out this year. David highlighted that Phase 8 & 9 boilers had been completed and that we were currently out to tender for Phase 8 & 9 Kitchens which will be carried out later this year. David mentioned that we will be looking at next years programme for the budget in the next few weeks and that all outstanding repairs in relation to Covid restrictions had been completed.

b) Prize Draw

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

James Coyle
Christine McCormack
Alice Matthews

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

The meeting concluded at 6.55pm