

ANNUAL GENERAL MEETING		THURSDAY SEPTEMBER 2026
AGENDA ITEM:	4	APPROVAL OF MINUTES OF PREVIOUS MEETING

CRAIGDALE HOUSING ASSOCIATION MINUTES OF THE ANNUAL GENERAL MEETING HELD ON THURSDAY 4TH SEPTEMBER 2025 AT 6.30PM AT CASTLETON PRIMARY SCHOOL

MEMBERS PRESENT:

Lucy Madigan
Des Phee
Claire Taylor
Kevin Boyle
Stephen Kelly

Morag Cameron
Stephen Baxter
Leza Lafferty
Brenda Coyle

Ann Strain
Tracy Lynch
Ann Booth
Marie Wallace

IN ATTENDANCE:

Linda Chelton
Frances Cunningham
Lisa Campbell
Daniel Murray
Callyn McTaggart

Chief Executive Officer (CEO)
Corporate Manager (CM) (Minute Secretary)
Senior Housing Officer (SHO)
Housing Officer (HO)
Corporate Assistant (CA)

Jasneet Singh Arora

CT Audit Limited

1. Chief Executive's Remarks

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

The CEO highlighted to the Membership that a full copy of the Audited Accounts is available on our website, we also have a couple of spare copies here tonight or if you let Callyn know he will send out a full copy.

The CEO introduced everyone at the top table:

- Des Phee, Chairperson
- Jasneet Singh Arora – CT Auditors
- Frances Cunningham, Corporate Manager

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

The CEO extended 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 the Chairperson, 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.

2. Chairperson's Remarks

AGENDA ITEM: 4 APPROVAL OF MINUTES OF PREVIOUS MEETING**CRAIGDALE HOUSING ASSOCIATION MINUTES OF THE ANNUAL GENERAL MEETING
HELD ON THURSDAY 4TH SEPTEMBER 2025 AT 6.30PM AT CASTLETON PRIMARY
SCHOOL**

The Chairperson, Des Phee thanked everyone for their attendance tonight and welcomed them to our 2025 AGM.

3. Apologies for Absence

The Chairperson asked if any apologies had been tendered for tonight's meeting. The CM advised that apologies had been received on behalf of the following members.

Jean Robertson
Iain Cameron
Yvonne Hamilton
Andrew Stevenson
Isobel Brannigan
Jim Brannigan
Scott Loudon

Lee Kerr
Charles Burns
Lousie Bacon
Susan Caldwell
Rona Day
Helen Bayne
Jim McIlroy

Pat Bowden
Christine McCormack
Clare Keenan
Alice Matthews
Maram Idris
Linda Docherty

Angela Hughes (Staff)
Linda Burns (Staff)

Jaclyn McMahon (Staff)

Karha Hughes (Staff)

4. Approval of the Minutes from the Annual General Meeting of Thursday 4th September 2024

The Membership approved the minute as a correct record of the Annual General Meeting held on Thursday 4th September 2024.

Proposed By: Morag Cameron Seconded By: Stephen Baxter

5. Matters Arising from Previous Minutes of the Annual General Meeting – Thursday 4th September 2024

The Chair asked if anyone had any matters arising from the previous minute of Thursday 4th September 2024.

There were no matters arising from previous minutes.

6. Chairperson's Report

Good evening, everyone and a warm welcome to our Annual General Meeting. I really appreciate that shareholding members have made the effort to attend.

As we reflect on the past 12 months, it's clear that Craigdale continues to make a real difference to its tenants and the local community. Despite the challenges across the housing sector – from rising costs to increasing demand – we have remained focused on what matters most: delivering quality homes and services. Last year I talked about a

ANNUAL GENERAL MEETING		THURSDAY SEPTEMBER 2026
AGENDA ITEM:	4	APPROVAL OF MINUTES OF PREVIOUS MEETING

CRAIGDALE HOUSING ASSOCIATION MINUTES OF THE ANNUAL GENERAL MEETING HELD ON THURSDAY 4TH SEPTEMBER 2025 AT 6.30PM AT CASTLETON PRIMARY SCHOOL

number of factors which had created a really difficult operating environment for the Association, things like record high rates of inflation, interest rates, and spiralling cost of living and energy costs. One year on and although the wider operating environment in terms of some of those larger economic indicators have returned to something less turbulent, there still exist some real challenges for us a landlord and for our members and tenants.

Within the context that I've just set out I'd like to highlight some key areas, and some achievements from the past year.

As you know we are regulated by the Scottish Housing Regulator, whose role is to protect tenants, homeless people and others who use housing services. The regulator assess how well we are governed; how financially healthy we are and how we deliver services. I am pleased to report that Craigdale continues to meet the Regulatory Standards of Governance and Financial Management. The Association were able to confirm that we are fully compliant via submission of our Annual Assurance Statement to the SHR last October.

We are governed by an effective Board who provide leadership and strategic direction. Our Board is a mixture of Craigdale tenants and other members who bring a range of skills, knowledge and talents to the Board.

Business Plan 2024-2027

The Association's Business Plan sets out our strategic objectives, what we want to achieve, and very importantly that we have the financial planning in place to ensure that the Business Plan is a viable one. Our Business Planning process involves Board members and staff and involves looking at risks and threats, and also opportunities that we may want to address or take advantage over the next three years. Accompanying the Business Plan and those objectives that we want to achieve is a comprehensive delivery plan for how we are going to achieve them.

Housing Management Performance

The Association's staff team had another very busy but on the whole successful year, despite the challenges caused by the cost-of-living crisis and all the other things I've mentioned. 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:

- 16 properties were let during the year.
- Our average time to re-let an empty property was 2.4 days, the Scottish average was nearly 61 days.
- Gross rent arrears were 2.74% which is lower than last years and we are working

ANNUAL GENERAL MEETING		THURSDAY SEPTEMBER 2026
AGENDA ITEM:	4	APPROVAL OF MINUTES OF PREVIOUS MEETING

CRAIGDALE HOUSING ASSOCIATION MINUTES OF THE ANNUAL GENERAL MEETING HELD ON THURSDAY 4TH SEPTEMBER 2025 AT 6.30PM AT CASTLETON PRIMARY SCHOOL

really hard to support people in paying their rent during this tough time, whilst still stressing that in order for us to maintain service levels it is really important to maintain the income level.

- Tenants reported 341 emergency repairs.
with our average time taken to complete 2 and a half hours.
- Tenants reported 1123 non-emergency repairs.
The average time taken to complete these was 3.37 days which is a slight reduction on last year's performance.
- 98.7% of the Association's reactive repairs were completed right first time against the Scottish average of 88%, this is also an improvement on last year's performance.

Staffing Update

Unfortunately, for us, Jaclyn McMahon will be leaving for pastures new this month. We wish her every success in the future and thank her for her long-dedicated service to Craigdale.

Community Involvement.

Once again, this year we held our children's Halloween party, and both our adult and child Christmas parties went ahead with an excellent attendance at the children's parties. Unfortunately, the attendance at the adult party has been declining for the last couple of years. The Community Events committee took the decision that this party wouldn't take place in 2025 and that a family fun day would replace it. This event took place in July and was well attended with two coaches leaving the office to Blair Drummond Safari Park. A full update will be in the next newsletter.

The Welfare Rights Officer supported a total of 168 people at our Tuesday surgeries throughout the year and helped people access over £350,788 of additional benefits. We also have successfully accessed funding to provide energy advice to complement our already successful welfare rights service and this service is now available with both office and home appointments available.

Tenant Voice and Engagement

One of the things that makes Craigdale special is the strength of our tenant voice. We're a community-based Housing Association run by and for local people. That principal guides everything we do.

Over the past year we have been recruiting to our new tenant scrutiny panel and I'm pleased to inform you that we have a new panel in place. The group have received training and will undertake reviews of services offered by the Association. Updates will appear both in the newsletter and on the website. If anyone is interested in joining the panel you just need to contact the office or speak to one of the staff after the AGM.

Summary

ANNUAL GENERAL MEETING		THURSDAY SEPTEMBER 2026
AGENDA ITEM:	4	APPROVAL OF MINUTES OF PREVIOUS MEETING

CRAIGDALE HOUSING ASSOCIATION MINUTES OF THE ANNUAL GENERAL MEETING HELD ON THURSDAY 4TH SEPTEMBER 2025 AT 6.30PM AT CASTLETON PRIMARY SCHOOL

Before I close. I want to express my heartfelt thanks to:

Our tenants – for your trust, your input and your belief in what we do.

Our staff team – for your professionalism, compassion and unwavering effort, especially in challenging times.

My fellow Board Members – All volunteers, all committed to serving this community and providing sound governance.

And finally, to our partners and funders – who continue to support us in delivering for the people of Castlemilk.

In closing, let me say Craigdale exists to serve our community and that will never change. We are proud of our past, focussed on the present and ambitious for the future.

Thank you again for your support and I look forward to working together in the year ahead.

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.

And to you, our members, for your commitment to Craigdale, we thank you and hope you and your families continue to consider Craigdale as the place to be and the home of good housing.

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

Jasneet Singh Arora from CT Audit Ltd presented the Report and Financial Statements for the year ended 31st March 2025. Jasneet explained that he would discuss our income & expenditures, balance sheet and specific notes.

Audit Report:

Financial Statements:

- Revenue rose from 2.32m to 2.45m and cost grew in line from 1.94m to 2.22m. The increase in costs is represented by general costs over the period. Due to that there is an operating surplus of 225k.
- The interests received has increased due to improved rate of interests and better treasury management.
- The surplus for the year is 76k and Net Assets stands at 7.85m.
- Actuarial gains are just an accounting adjustment made on the basis of the pension reports.

ANNUAL GENERAL MEETING		THURSDAY SEPTEMBER 2026
AGENDA ITEM:	4	APPROVAL OF MINUTES OF PREVIOUS MEETING

CRAIGDALE HOUSING ASSOCIATION MINUTES OF THE ANNUAL GENERAL MEETING HELD ON THURSDAY 4TH SEPTEMBER 2025 AT 6.30PM AT CASTLETON PRIMARY SCHOOL

- Craigdale has maintained the housing stock, and the Net book value has stayed at 20.22m. This due to the component replacement, general depreciation and additions in work in progress.
- There is a healthy cash balance period end 640k which is lower from the previous year end balance.

Audit Report:

- We would like to record our appreciation for the assistance provided by the Craigdale Housing Association team during the audit.
- We conducted our audit of the financial statements of Craigdale Housing for the period ended 31st March 2025 in accordance with International Standard on Auditing (UK) and applicable law.

In our opinion, the financial statements:

- give a true and fair view of the state of the Association's affairs as at 31st March 2025 and of its income and expenditure for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been properly prepared in accordance with the requirements of the Co-operative and Community Benefit Societies Act 2014, Part 6 of the Housing (Scotland) Act 2010 and the Determination of Accounting Requirements - 2024.
- From our audit testing there were no control issues noted in the current year that we would wish to bring to your attention.
- There were some minor presentational and disclosure changes which arose during the course of the audit which are reflected in the financial statements but there was no other audit adjustments made.
- In auditing the financial statements, we have concluded that the Management Committee's use of the going concern basis of accounting in the preparation of the financial statements is appropriate. Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the Association's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

I'd like to thank Frances, FMD and the rest of the team for being available throughout the

ANNUAL GENERAL MEETING		THURSDAY SEPTEMBER 2026
AGENDA ITEM:	4	APPROVAL OF MINUTES OF PREVIOUS MEETING

CRAIGDALE HOUSING ASSOCIATION MINUTES OF THE ANNUAL GENERAL MEETING HELD ON THURSDAY 4TH SEPTEMBER 2025 AT 6.30PM AT CASTLETON PRIMARY SCHOOL

audit to answer all our questions and help us get through the testing.

Jasneet 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 31st March 2025.

Proposed By: Lucy Madigan Seconded By: Claire Taylor

The membership confirmed the approval of our financial statement for 31st March 2025.

8. Appointment of Auditors for Following Year.

The Chairperson explained that the Association is required to confirm the appointment of our Auditors for the 2025/26 finance year.

The Board of Craigdale Housing Association would like to recommend to the Membership the appointment of CT Audit Limited for Audit Services as our External Auditors for the finance year 2025/26.

Proposed By: Morag Cameron Seconded By: Stephen Baxter

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

Linda thanked Jasneet and the CT Team for all their help and support over the past year.

9. Election of Board Members.

The Chairperson 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 going to our chairperson.

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 Stephen Baxter, Kevin Boyle and Stephen Kelly are the Board Members stepping down.

ANNUAL GENERAL MEETING		THURSDAY SEPTEMBER 2026
AGENDA ITEM:	4	APPROVAL OF MINUTES OF PREVIOUS MEETING

CRAIGDALE HOUSING ASSOCIATION MINUTES OF THE ANNUAL GENERAL MEETING HELD ON THURSDAY 4TH SEPTEMBER 2025 AT 6.30PM AT CASTLETON PRIMARY SCHOOL

Stephen Baxter, Kevin Boyle and Stephen Kelly have been nominated for re-election. As there are vacancies on the Board their nominations have been accepted and approved by the Board.

I am pleased to announce that we have received two additional nominations to join the Board. The nominations have been received from Leza Lafferty and Maryam Idris. As we have vacancies on the Board all nominations have been accepted.

Christine McCormack, Morag Cameron, Des Phee, Louise Bacon, Stephen Baxter, Kevin Boyle, Stephen Kelly, Lucy Madigan, Rebecca Leedham, Leza Lafferty and Maryam Idris.

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**

Claire Taylor asked what happens to any cancelled £1 shares. The Corporate Manager explained that the share is cancelled through the register and the £1 is absorbed into our bank account.

b) **Prize Draw**

There was no other business for discussion the CEO invited Jasneet Singh Arora to assist with drawing the raffles. The winners were:

- 1st Brenda Coyle
- 2nd Morag Cameron
- 3rd Tracey Lynch (Kevin Boyle returned prize)
- 4th Ann Booth

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

The meeting concluded at 7.01 pm