

Minutes of the Annual General Meeting held on 24th September 2025 at the Wellhouse Hub.

Present: Matthew Armstrong, Patricia Blaylock, Edward Blaylock, Darron Brown, Leeann Brown, Calum Campbell, Lesley Copeland, Janet Crawford, Linda Granger, Tracey Murray, Elizabeth Murray, Josephine Wotherspoon, Maureen Wotherspoon, Stephanie Allen, Margaret Adamson, Veronica Diamond, Alexis Rock, Maureen Morris, David Gebbie, Ann Marie Cunningham, Christian Dassi, Anna Dukova, Jane Heppenstall.

In attendance:

Diane Hendry, Director

Bill Black, Maintenance and Assets Manager

Bruce West, Finance and Corporate Services Manager

Angela MacDonald, Housing and Customer Services Manager

James McBride, External Auditor (Azets)

Suzanne Halbert (Minutes)

- 1. Apologies:** Felix Lynn, Mary Cawley, Claire Monteith, Jennifer Strang, Robert Boyd, Deborah McKenna.

The Chair informed of housekeeping noting that no fire alarm test was planned. She advised that if the alarm sounds, members should proceed to the muster point in the car park. There were fire wardens and first aiders on site.

2. Chairpersons Welcome

Maureen Morris, Committee Member, opened the 2025 Annual General Meeting and confirmed that it was quorate. She reported on behalf of the Chair, with agreement from members.

Maureen outlined that the meeting would cover the formal business of the AGM, followed by questions and discussion with staff. Councillor Lalley was in attendance to address any council-related matters.

She reminded members that the AGM reports on the Committee's work over the year, presents the annual accounts, and includes election of Committee members. Maureen introduced those assisting with proceedings, including Committee members, staff, and guests, noting that all staff were identifiable by name badges.

3. Minutes of AGM 25 September 2024

The Chair confirmed that the Draft Minutes of the 25 September 2024 AGM had been included within members' pack. Members were asked to confirm and approve that the minutes were a true and accurate reflection of the proceedings. There were no matters arising from the minutes.

Darron Brown proposed and Leeann Brown seconded the AGM minutes as a true and accurate reflection of the proceedings.

4. Chairs Report

Maureen Morris presented the Chair's Report on behalf of the Committee.

She noted that the year had continued to be challenging for housing associations and tenants due to the cost-of-living crisis and rising costs. Despite this, Wellhouse Housing Association remained financially strong, meeting all lending covenants and maintaining compliance with the Scottish Housing Regulator's Governance and Financial Standards.

Improving tenant satisfaction was identified as a priority, with the June 2024 survey showing 80% satisfaction compared to the Scottish Average of 86%. Repairs performance and response times were positive, with emergency repairs attended within 1.7 hours, and rent arrears had reduced.

The Welfare Rights Officer had supported tenants moving to Universal Credit, helping to maximise income and limit arrears. Although external grant funding had decreased, opportunities for further support would continue to be pursued.

Maureen highlighted ongoing community work with Easthall Residents' Association, including youth sessions, a homework club, IT suite, community café and bingo nights, with future expansion dependent on grant funding.

She also reported that planned new-build projects had been delayed due to funding suspensions but would now move forward cautiously following reinstatement of grant funding.

Maureen concluded by stressing the need for continued Committee involvement, encouraging residents to consider joining to help shape the future of Wellhouse.

5. Directors Report

Diane Hendry, Director, addressed the AGM. She highlighted her engagement with residents and stakeholders since starting in November 2024, and her focus on understanding all aspects of the Association's operations.

Diane reported on improvements to the estate, including garden maintenance, bulk uplift services, new street signs, planters, and refurbishment of the Hub shelter. Three housing officers now spend regular time on the estate working with tenants.

Partnership working with Glasgow City Council and community organisations such as Easthall Residents' Association and Connect Community Trust continued, including resolving recent bin emptying issues and supporting community lunches at the Hub.

Environmental and property improvements included accelerated painting (£80,000 this year) and ongoing kitchen and bathroom renewals. A stock condition survey confirmed the housing stock is generally in good condition.

Diane also highlighted the Association's new-build aspirations, with a full financial review underway to ensure affordability, and reminded members of the Customer Opinion Panel and an upcoming tenant survey in November to inform planning and priorities.

She concluded by thanking residents for their engagement and reaffirmed the staff team's commitment to serving the community.

6. Annual Accounts and Auditor's Report

James McBride, External Auditor, Azets, explained the purpose of the auditor's report was to determine that the financial statements of Wellhouse Housing Association show a true and fair view, which reflect the Association's performance during the year in terms of its assets and liabilities at the year ended 31 March 2025. The audit report also confirms that the financial statements comply with all accounting and legal requirements.

He highlighted that in terms of the financial statement's key highlights within the Statement of comprehensive income were:

A surplus for the year of £622K was generated.

£448K invested in housing stock;

£183K of development costs capitalised in respect of potential new build units, funded by £152K of Government grants;

£1.1M spend on reactive maintenance and planned cyclical maintenance in the year;

£288K of loan interest paid and £259 of bank loans repaid;

£2.3M of cash in bank at year end;

Bank loans of £6.9m still outstanding;

Net assets at the year-end were £10.2M

James concluded his report highlighting the importance of the Association ensuring that it continues to generate accounting and cash surpluses in order to continue the investment in the Associations properties, meet the day-to-day expenditure and to repay its existing borrowing. The Chair asked if there were questions for James. There were none. She sought members questions in respect of the financial statement or the audit process. There were none.

The Chair thanked James for his presentation.

7. Re-appointment of Auditors

The appointment of Azets as the external auditor for the year was proposed by Lesley Copeland and seconded by Linda Granger and as such approved as external Auditor. The Chair thanked James for their contribution and asked if there were comments or questions from the floor. There was none.

8. Election of Management Committee

The Chair informed members a new committee has been elected in accordance with the Rules. As there are fewer nominations than places on the Committee, all those seeking election have been properly elected.

The Chair advised under Rule 38.1 of the Association's Rules, at least one third of the Committee and who have served the longest on the Committee since the date of their last election, must retire and the following members have stood down and are seeking re-election, they do not require nomination;

Gordon Kerr, Anna Dukova and David Gebbie.

Under Rule 41.1 members who were appointed as co-optee's in the course of the preceding year or have filled a casual vacancy during the year under rule 40.0, are required to seek election at this AGM, these being.

Mary Cawley, Ann Marie Cunningham (Co-optees) and Christian Dassi (Casual Member)

They do not require a nomination.

The Committee noted that there are up to 12 places available on the Management Committee and that no new nominations for election had been received. There were therefore four vacancies remaining.

The Chair concluded by advising that the business of the AGM had now concluded.

I certify that the above minute has been approved as a true and accurate reflection of the proceedings:

Signed (Chair)

Date:.....