

**WELLHOUSE HOUSING ASSOCIATION
DRAFT MINUTES OF THE 23RD ANNUAL GENERAL MEETING HELD ON THURSDAY 27TH
SEPTEMBER 2018 IN THE HUB, 49 WELLHOUSE CRESCENT, GLASGOW G33 4LA**

Sederunt: Kathleen Boyce, Darron Brown, Helen Buchanan, Tam Burrows, Pamela Colvin, Janet Crawford, Danny Dickson, George Hagan, Charles Harris, Michelle Harrow, Jean Hay, Jane Heppenstall, Elizabeth Lavery, Tom Lucas, Maureen McCormick, Jacqueline McCurry, Stewart McIntosh, Clare Monteith, Maureen Morris, Thomas Morrison, William Mulligan, Agnes Murray, Tracey Murray, Wilma Shannon, T McCurry, Adelina Vilanora.

In Attendance: Martin Wilkie-McFarlane (Director), Gordon Kerr (Corporate Services & Finance Manager), Alex Gemmell (Assets & Maintenance Manager), Greg Richardson (Customer Services & Housing Manager), Claire Middlemiss (Scott Moncrieff, Auditors) James (Wylie Bisset), Pauline Smith (CEO CCT) Amy (CCT Youth Committee), Linda Logan (Minute secretary)

1. Apologies for absence.

There were no apologies of absence.

2. Chairpersons welcome.

The notice for calling the 23rd Annual General Meeting of Wellhouse Housing Association on 27th September 2018 was accepted by members' present. Maureen Morris (Chair) called the meeting to attention and welcomed members present.

She explained the purpose of the AGM process was for committee to report on progress during the year and for the auditor to present the annual accounts and to confirm election of committee for the year ahead.

The Chair introduced Martin Wilkie-McFarlane (Director), Gordon Kerr (Corporate Services & Finance Manager), Alex Gemmell (Assets & Maintenance Manager), Greg Richardson (Customer Services & Housing Manager), Claire Middlemiss (Scott Moncrieff, External Auditors) Scott McCready (Wylie Bisset, Internal Auditors).

Connect Youth Committee

The Chair asked members to welcome Amy, Connect Youth Committee who would provide a brief presentation on their activities and achievements during the year.

Amy took members through the various youth activities in relation to drop in sessions, cooking classes and arts and crafts. She highlighted the young people had had the opportunity to train with a badminton coach and attend an event at the Emirates Stadium to watch Scotland compete. She discussed the activities of the outdoor group and summer trips arranged.

Amy informed members that 23 young people from Provanhall and Wellhouse had been awarded tickets through the Kano Foundation to see Celtic and Standard League play. In addition they had attended cycling sessions at the Velodrome and a 6 weekly trip to a roller disco.

She concluded by highlighting activities at 2 residential weekends where young people from three different areas had come together to participate in an outdoor education weekend and Stirling Youth Hostel experience.

Amy thanked Wellhouse Housing Association for their support.

3. Committee Report 2017/2018.

Chairs Report:

The Chair stated that to report to members on progress to date and for the year ahead, The Director and Management Team would provide updates during this part of the meeting.

She reported that we had 11 committee meetings during the year and our AGM. 2 of these meetings were observed by the Scottish Housing Regulator (SHR) who had sight of all reports and minutes for the year 17/18. In addition 4 audit & risk sub-committee meetings had been held and 23 days scheduled of internal audit days conducted by Wyllie Bisset to review property management, health & safety and gas safety, rental income and arrears management, void management, I.T. systems, rechargeable repairs and a follow up review, as well as our external audit processes, including our FRS102 compliant accounts and assurance statement.

The Chair highlighted that we had revised our approach to risk which was verified by independent consultants, RSM and had a business planning day to review year three of our plan and improve our asset management strategy, which had been submitted to the SHR and reviewed quarterly by the management committee. In addition to this, a second review day had been carried out to complete a self-assessment against the regulatory standards. This assessment had been submitted to the SHR. The Chair was pleased to report that we met all 6 standards.

Committee appraisals had been conducted for a third consecutive year and we reaffirmed our approach to equalities and diversity. Committee had approved and adopted a new privacy, ethical standards, sustainability and value for money statements, which had been promoted through our website, social media and newsletters.

The committee had welcomed the Scottish Federation of Housing Association and colleagues from England, Wales and Northern Ireland to Wellhouse, to discuss the challenges for Boards of community based housing associations and the impact of the full roll out of Universal Credit.

The Chair informed members that we had submitted our returns timeously and accurately to the SHR, OSCR and the FCA, ran consultation events with respect to rent increases and allocation changes, which were supported by TPAS and assured ourselves as to the safety of our tenant's homes including checking any external cladding for fire retardancy and loose panels.

She highlighted that we continued to network with our colleagues in EHRA, launched a new website based upon our values and the "open all hours" report by the SFHA. The Committee also represented the association at EVH, SFHA, SHARE events, attended meetings with the SHR and attended meetings with the City Council to explore future development options.

The Chair concluded by thanking members and handed over to Martin Wilkie-McFarlane, Director to report on progress to date and the year ahead.

Directors Report:

All members were welcomed into the office environment and invited to see all areas of the staff workplace.

The Director reminded members of his promise from last year and was pleased to report that there had been no further expenditure relating directly to the intervention by the SHR. In addition the reception area had been reworked to make it more welcoming, allow direct access to housing staff and permitted us to deal with tenant issues in a more confidential manner.

He highlighted that following a review of the allocations policy based on customer feedback, the choice based letting system had been disbanded and we had moved back into the Common Housing Register in Easterhouse. He discussed new ways of delivering services to include our housing and maintenance staff being more visible, the constant improvement in our culture and how we work with our tenants.

The Director stated that we had focused on “Value for Money”, had cut costs in a number of our business areas and we continue to keep this as our focus. Rent and service charges had been examined and following tenant feedback, we did not apply any rent increase over inflation and delayed any review of service charges.

He discussed the on-going work to retain interest in the vacant sites in Wellhouse to put us in a strong position for the future provision of new housing. He informed members of site investigation works and the discussions with Scottish Water to deal with local flooding and drainage issues.

The Director re-affirmed our position as an ethical, not for profit business which operates solely for the community of Wellhouse and our focus on being the best we can be.

He asked the Management Team to provide a summary of progress during the year.

Assets & Maintenance Manager:

The Assets & Maintenance Manager stated that it had been another busy year. He informed members that £950K of planned maintenance work had been invested in our properties to include replacement windows of our townhouse properties, replacement kitchens and bathrooms, smoke alarm upgrades to meet new legislation and boiler replacements.

He took members through the renewals schedule unit numbers and the actual number of units completed. He highlighted that during the year we had developed and completed our Asset Management Strategy. We had also continued to consult with our tenants with electric heating systems to encourage switching to gas central heating and had worked in partnership with Citrus Energy to tackle fuel poverty. In addition we had achieved 98% compliance in Energy Efficiency Standard in Social Housing 2020.

The Assets & Maintenance Manager was pleased to report that an apprenticeship for Adam Robertson, who is a local person, had been secured through our Gas Service Contract. He congratulated Adam on his achievement.

He highlighted that the year ahead would include consulting with our tenants and other partners on our back court areas, reviewing and evaluating our Estate Warden services and delivering £900K of planned maintenance investment. He stated that we will continue to work positively with Scottish water on the drainage impact assessment for the area and to procure our reactive maintenance contracts to deliver community benefits and value for money

Customer Services & Housing Manager:

The Customer Services & Housing Manager reported that there were 2 new Housing Officers and an Income Advisor within the Housing Team. All housing staff had moved to the new reception area to improve customer service.

He provided an overview of void/allocation performance, with 59 properties let and a void rent loss of 0.36%. He advised that since transferring to the Common Housing Register the days to let properties had reduced from 18.90 days to 13.72 days as at 31 August 2018. He provided an explanation of the 8 groups within the Common Housing Register that we aim to allocate to and the percentage of properties within each group.

The Customer Services & Housing Manager advised that 99.4% of monies due from rental income had been collections. Current arrears were £199,869.96 and as at 31st March 2018 a total of 268 tenancies were in arrears with an average debt of £447.28.

Overall customer satisfaction survey results collected from 332 tenants within Wellhouse were 86.54%. 94.28% of tenants were satisfied with the opportunities given to them to participate in the Associations decision making and 89% felt we had kept them informed of our services.

Corporate Services & Finance Manager:

The Corporate Services & Finance Manager provided a brief overview of the accounts from 17/18 and noted that turnover for the year was £3.7M. He reiterated that the Association remained in a relatively strong financial position with a surplus for the year of £653K. He asked members to note that the Association had complied with its financial loan covenants for 17/18.

He advised that a new “Value for Money” statement had been produced in 17/18 and of our commitment to save £30,000 as part of the 18/19 rent setting exercise. Value for money saving to date have been achieved through improved utility contracts and the hub, subscriptions not being renewed, facilities management contract being carried out in-house and working group involvement saving on conference costs. He reported that as of August 2018, 75% of commitment savings have been achieved and he is confident that additional savings will be achieved by year end.

He highlighted that the year ahead will realise the development of a new 3 year strategic plan, explore our options for developing new homes, producing a business plan for the hub and planning improvements for common areas, bin shelters and back courts.

4. Questions Time

Tracey Murray stated that the area was overrun with water voles. She asked how this would be dealt with if development opportunities arose. She also sought clarification on the maintenance of the vacant land at the steps at Newhills Road.

The Director explained that water voles were a protected species and that we would work with the relevant authorities to trap and release the voles to a safe area. In relation to the vacant land at Newhills Road, he stated that this land was owned by Glasgow City Council and the issue of maintaining the area had been raised with the Council.

He encouraged members to discuss any housing related issues with staff and the management team during the refreshments time following the AGM.

There were no further questions.

5. Minutes of the AGM – Tuesday 19th September 2017.

The minutes of the 22nd Annual General Meeting held on 19th September 2017 were **approved as an accurate record** of the proceedings by Michelle Harrow and seconded by Darron Brown.

6. Matters arising.

There were no matters arising that were not covered by subsequent agenda items.

7. Annual Accounts & Auditors Report

Clare Middlemiss, Scott Moncreiff, explained that 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 2018.

She highlighted that during their audit work they found; no actual or alleged fraud, no irregularities, no issues with regards the legality of transactions undertaken and no material weaknesses in internal controls.

The financial statements had been prepared in accordance with FRS 102 and the RSL SORP. She discussed the summary report which included the Statement of Comprehensive Income and Statement of Financial Position and the main variances between the 2018 and 2017 results were as follows:

Turnover increased by £116,965.00 from last year at £2.8M. This was due in the main due to rental income and other income from the rental of commercial property.

Operating expenditure remained stable during the year. Other income and expenditure showed the release of negative goodwill at £38K, whereas this was a cost of £29K in the previous year due to an account adjustment and as a result has resulted in a £67K increase in profits in comparison to last year.

The Association generated a healthy surplus for the year of £653K, an increase of £212K from 2017.

Clare took members through the Statement of Financial position. The Statement of Financial position shows a healthy bank balance of £1.5M and net assets of £40.7M. The Association invested £791K in housing properties in the year, and repaid £227K of its bank loans.

She highlighted the importance of the Association ensuring that it continues to generate cash surpluses in order to continue the investment on the Associations properties, meet the day to day expenditure and to repay its existing borrowing.

Clare stated that she was happy to answer any questions posed by members. None were posed.

8. Re-appointment of Auditors.

It was proposed that Wylie and Bisset be re-appointed as the internal Auditor to Wellhouse Housing Association.

Darron Brown proposed and Danny Dickson seconded the proposal to re-appoint Wylie and Bisset.

9. Election of the Management Committee

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

She advised that under Rule 38.1, one third of the Management Committee was obliged to stand down at each AGM. These members are Clare Monteith and Danny Dickson

The Chair advised that the aforementioned members were eligible to seek re-election without nomination.

Under Rule 41.1 and 38.4 there were no co-optees or appointees during the course of the year.

The new committee is:

Maureen Morris
Clare Monteith
Danny Dickson
Tom Lucas
Michelle Harrow
Jane Heppenstall
Darron Brown.

There are up to 12 places on the Management Committee. No new nominations for election to the committee were received. There are 5 vacancies to co-opt to the committee. Members were asked to submit their name if they were interested in serving on the committee.

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

Garden Competition Winners:

The Chair was delighted to announce and congratulate the winners of this year's garden competition.

The overall winners received a set of garden hand tools and carry bag.

Best Overall Garden:

1st Prize – Miss Jacqueline Dempsey – 70 Wellhouse Cres
2nd Prize – Mr & Mrs Cooper , 68C Wellhouse Crescent
3rd Prize – Mr Morrison Langbar Crescent

Most improved Garden: Sandra Granger, 179 Langbar Crescent

Best Overall Container Garden: Miss Stacy McCurry, 63 A Langbar Crescent

Best Overall Veranda: Radka Landova , 2 2/1 Durno Path

Refreshments and members free raffle:

Raffle prize winners were as follows:

Mr Morrison
Adelina Vilanova
William Mulligan
Tam Burrows
Agnes Murray
Maureen McCormick
Jean Hay
Jacqueline McCurry

Wilma Shannon
Charles Harris
Tracey Murray

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

Signed (Chair)_____

Date:_____