

Annual General Meeting

You are invited to attend the AGM on 28th September at 7.00 pm. This will be held in the Ramada Jarvis Hotel, Dalblair Road Ayr, Windows on the Ocean Suite (First Floor).

Agenda

- To approve the Minutes of the 2004 AGM
- Results of Board Members' postal ballot
- To receive the Audited Accounts and the Board's report for the period 1 April 2004 to 31 March 2005
- To re-appoint Armstrongs as auditors
- To consider amendments to the Articles of Association (see below)

You may appoint someone else (a proxy) to represent you at the AGM. If you would like to do this please contact the office for a form or go to www.ayrshirehousing.org.uk.

Elections to the Board

The Board consists of five people elected from the community members and five from the tenants as well as five individuals appointed by South Ayrshire Council. Each year a proportion of the first two categories retire. This year eight candidates have put themselves forward for three community vacancies and three candidates for three tenant places.

A ballot is therefore required only in the community category this year. All community members will shortly receive a postal ballot. The Board has agreed that this will be held using the single transferable voting system.

The Articles of Association

The articles are the rules of the company. Board is proposing that a small number of amendments are made to remove references to the former Carrick Housing Association. These were introduced in 2003 to provide places in the company for its members. The merger process is now complete and these rules are thus no longer required. The Board also proposes to simplify the quorum rule for its meetings so that they are quorate if members from at least two of the three constituencies are present. You can get a copy of the proposed changes from 01292 880120 or at www.ayrshirehousing.org.uk.

Highlights

Our new build programme continues to gather pace. During the year, over £ 6 millions have been spent on site purchases and building works and 70 new homes were completed. Since the last AGM a further 3 houses at Chalmers Road, Ayr were converted into accommodation for 6 young persons in association with the specialist provider, Quarriers. Work is now underway on 80 more houses in Ayr, Coylton, Girvan, Kirkmichael and Monkton, with more to follow soon at other sites in Ayr, Dalrymple, Straiton and Troon.

At the beginning of the year, we introduced a new payment card which allows tenants to pay their rent at a wide variety of locations and even "on line". This was made possible by the move to a single property management and finance system. This was a major operation which our staff accomplished successfully without disruption to services.

A major priority has been to increase the opportunities for tenants' views to be heard. We have established a network of tenants interested in being consulted. A major survey of tenants' views is due to report shortly and the Board is committed to responding positively to its findings. Our well established garden competition is joined this year with a new competition for tenants' pets.

Over the year, 9 issues were dealt with formally under the complaints policy. In contrast to last year, all were resolved by staff without the need for appeals to the Board or the Scottish Public Services Ombudsman.



Opening at Coylton



Glenhead Court, Coylton



Seabank, Girvan



Opening at Seabank

Housing Management

Over the year, 206 households were accommodated from our waiting list or through nominations by South Ayrshire Council. 85% of these households were either homeless or victims of domestic abuse and were accommodated in our furnished, temporary accommodation. The list however continues to grow at a pace which outstrips supply. We are working with the Council to improve the quality of information available to the general public on housing options. We also work with health and social care agencies to ensure that the needs of applicants with special needs are met.

On 1 April 2005, rents increased by 4.0% . This is 0.5% less than the maximum allowed by the tenants' rent guarantee and was the lowest of any landlord in Ayrshire.

	Ayrshire Housing	National Benchmark
Av re-let time	18	24
Arrears/total rent	3.9%	2.3%
Voids/total rent	0.5%	0.6%

We have continued to prioritise the recovery of rent arrears during the year in order to ensure that appropriate control is exercised over this critical area.

Housing Maintenance

Over the Year, over two thousand repairs were carried out. Virtually all of these were carried out within the required time limits.

Central heating and kitchen refurbishment contracts were completed in 72 houses at Dundonald and Forehill, Ayr.

An independent survey has shown that the majority of houses already meet the Scottish Executives's Housing Quality Standard. Over the next few months, its findings will be used to revise the association's long-term investment plan so that we can be assured that we have sufficient funds to maintain and improve the housing stock over the next 30 years.

Ayrshire Initiatives Ltd

This company is a wholly owned subsidiary of Ayrshire Housing. It manages a very successful project providing support to people in their own homes. In addition, it has developed a training programme to help people to develop careers in construction. On average, 10 young people will be recruited each year. A unique feature is that the contractors commit themselves to provide employment to the trainees when the initial works for Ayrshire Housing are finished.

Financial Position

A copy of the 2004-2005 accounts is available at www.ayrshirehousing.org.uk . Alternatively, a paper copy can be obtained by phoning 01292 880 120.

Ayrshire Housing's financial position is a strong one. The annual turnover is now over £3.0 millions and reserves stand at £7.8millions. With the continued development programme, we have added over £7 millions to our asset base.

We monitor performance to ensure that our overheads are reasonable compared with other associations and represents value for money to our tenants.

	Ayrshire Housing	National Benchmark
Management costs/ Rental income	22.2%	25%
Admin costs/unit	£609	£621

Openness

Members and the general public are welcome to attend Board meetings and to have access to Board papers subject to certain confidentiality restrictions.

Other Formats

We can supply this document in a print size to suit. It is also available in Braille, audio and other formats, and in other languages. Our website also has several accessibility features which you may find useful.

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