



**MINUTES OF THE ANNUAL GENERAL MEETING OF AYRSHIRE HOUSING ("the Company")
HELD AT THE HORIZON HOTEL, AYR ON 15 SEPTEMBER 2010 AT 7:00 PM**

Present: Community Members

Angus McLeod
Paul Torrance - Chair
John Mitchell
Robert Smith
Margaret Imrie
Rhonda Leith
Anne Cameron

South Ayrshire Council – Represented By

Cllr Bill Grant
Cllr Mairi Low

Tenant Members

Gordon McIntosh
Jasmine Hobbs
Anne Maley

In Attendance:

Jim Whiston
Alan Park
David McGivern
Sharon Ritchie (Minutes)
Caroline Donald
Ainslie Wyllie
Margaret Woods
Carol Young
Scott Hutchison
Derek McLean

Apologies:

Cllr John McDowall and Nancy Cassidy

1. Notice

The Chair, Paul Torrance noted that a quorum was present, consisting of the Council's representation, three community and three tenant members. The Chair

introduced Jim Whiston, Director and Jim Sinclair from Armstrongs, Chartered Accountants.

2. Minutes of the 2009 AGM Held on 15 September 2010

The Minutes were approved unanimously.

3. Ballot

The postal ballot, for the election of two Community Members was conducted using the single transferable voting system. Jim Sinclair, External Auditor from Armstrongs presented the results of the ballot.

The successful candidates for the Community category were announced as follows: Bob Smith and John Mitchell.

The Chair thanked the unsuccessful candidates James Grant, Morgan Hogarth, Paul Nelis, Stuart Reid and Andrew Whitehead and hoped that they would consider standing again.

There being three candidates for the three vacancies in the Tenant category Nancy Cassidy, Gordon McIntosh and Karen MacIsaac were appointed without the need for a postal ballot this year.

The Chair noted with sadness the passing of John Scott, a much respected member of the Board and long term tenant with Ayrshire Housing.

The Chair welcomed the new members to the Board and thanked Linda Allison who retired from the Board for her contribution.

The Chair reported on the work of the association, in summary; "Ayrshire Housing's financial position remains very strong with a surplus of almost one and a half million pounds being recorded before transfers to reserves. We are well placed to deal with a number of challenges, such as, reductions in grants for new build and tighter borrowing rules and potential changes to housing benefit support that some of our tenants receive".

4. Audit Report

Jim Sinclair, External Auditor from Armstrongs, introduced the Annual Accounts for the year ended 31 March 2010 and highlighted key areas within these Financial Statements.

Jim confirmed that the financial statements give a true and fair view and have been properly prepared in accordance with the relevant acts.

The Chair thanked Jim Sinclair, Alan Park and his staff.

The Annual Accounts were accepted.

5. Re-appoint Armstrongs as auditors

The motion to re-appoint Armstrongs as auditors was unanimously agreed.

6. Report on Board

The Chair provided a brief overview of a busy and successful year for Ayrshire Housing, supported with an illustrative presentation of our recent developments, events and competitions.

Over the last 12 months Ayrshire Housing has seen the completion of 100 houses at Lochside and the involvement of the local school pupils and youth group who helped design the landscaped areas. In March, a 10 house development was completed at Observer Court in Prestwick. Work is underway on 30 more houses at Tarbolton, working alongside Hope Homes. SAC's affordable housing policy helped secure the land and financial support which topped up the Scottish Government grant.

Work is also about to start on the redevelopment of the former Good Shepherd Cathedral at Dalmilling in Ayr. It will see the retention of the church's tower and gable with 25 much needed houses for the community.

The Board is looking ahead to the continued development of a successful and well regarded housing association. A new corporate plan will set the goals for the coming years, including two working groups; procurement of goods and quality of service. As part of this is the commissioning of a new tenant survey.

Tenant Satisfaction Survey

The Chair introduced Dr David Brooks of Ashgrove Consulting to present the findings from the Tenant Satisfaction Survey.

Finding in summary; a high response rate of 45% reflects high levels of satisfaction with overall service received from Ayrshire Housing, rents represents good value for money, easy to contact Ayrshire Housing and easy to report repairs.

David Brooks highlighted key action areas; address tenant information needs, e.g. Ayrshire Housing's future plans, repairs policy, increase awareness of complaints procedure.

David Brooks stated that the survey reflected a positive outcome and invited questions from the floor.

The Chair thanked Dr David Brooks and took the opportunity to thank Jim Whiston and all the staff for their hard work which is reflected in the results of the survey and stated he was surprised to see the findings that a high percentage of tenants feel that the service provided does not meet expectations, he asked if this was because the tenants expectation is too high? David Brooks felt that in general people's expectations are high and that we should look beyond this and consider the positives such as quality of work carried out.

Cllr Mairi Low asked if the findings of the survey could pinpoint certain properties, or older properties? David Brooks stated that the survey is anonymous; however, the full report would allow further analysis to be done which may highlight this. Angus McLeod asked if it could be broken down by age/marital status etc. David Brooks confirmed that any analysis can be done and this would provide more specific findings. Cllr Bill Grant asked why there was a 10% drop in satisfaction of stair cleaning. David McGivern was unsure why this was as it is the same company we use; it may be the higher response rate to the questionnaire reflected this. Bill also asked if we record repairs that are due to faulty items or wear and tear. David advised that we do not. The Chair noted that 1 in 8 tenants were dissatisfied, David Brooks stated that there will always be a core of dissatisfied tenants; the challenge for Ayrshire Housing is to maintain the current high level of satisfaction.

The Chair thanked Dr David Brooks again for his report.

The Chair announced this year's winner of our annual garden competition, Mr Kevin Duncan of Wills Gardens in Lochside who also won in the best new garden category. Our ever popular pet competition was won by Michie, Sophie and Toska three Papillons who stay with Mrs Inglis in Maidens, also Smudge, a shy cat who lives with Heather Ludgate at Viewfield Court, Ayr.

The Chair thanked the Board Members for their commitment to Ayrshire Housing.

There being no other business the Chair closed the formal business of the meeting.

Meeting closed 8:20pm

Chairperson