



MINUTES OF THE ANNUAL GENERAL MEETING OF AYRSHIRE HOUSING,
HELD AT THE SAVOY PARK HOTEL, AYR ON 7 SEPTEMBER 2017 AT 7:00PM

Present: **Community Members**
Rhonda Leith (Chairperson)
Robert Pyper
Roy Martin
Gemma Collins
Mike Tomlinson
Pearl Boyd (Honorary President)

South Ayrshire Council – Represented By
Cllr Ian Cavana

Tenant Members
Pauline Elliot
Kenny George
John Shine
Mary Shine
Anthony Christie
Frances Maguire
Robert Sullivan
Christine Sullivan
Carol Grant
Richard Paterson
Carrie O'Donnell
Alex DeMarco
Catherine Rolwich
Ann Tomlinson

In Attendance: Provost Helen Moonie
M McDade
H Murray
Kirsty Broadfoot (Minutes)
Debbie Thompson
Jim Whiston
Alan Park
David McGivern
Ainslie Wyllie
Scott Hutchison
Caroline Donald
Margaret Woods
Jim Sinclair (Armstrongs – external auditor)
Jacqueline Dunlop
Wendy Smith

Apologies: Andrew Whitehead
Ann Cameron
Fiona Lawson
Georgina Dawson
Janey Gillespie
Margaret Scott
Mary Bletsoe
Megan O'Donnell
Mhairi Low
Sandy Paton
Shirley Sealy
Simon Leslie
Suzi Williamson
Toni McCulloch

1. Introduction

Chairperson Rhonda Leith welcomed everyone to the meeting and noted that the meeting was quorate.

Rhonda introduced Jim Whiston, Director, Alan Park, Head of Finance and Jim Sinclair, External Auditor from Armstrongs, Chartered Accountants.

Rhonda spoke of the positive and successful year the association has had. She mentioned our Tenant Satisfaction Survey and noted how positive our tenants are about the service we provide. She also touched on the introduction and development of the Scrutiny Panel. Rhonda outlined the upcoming challenges of welfare reform and noted we had increased our Money Advice Team with the recruitment of Wendy Smith.

Rhonda also mentioned that our project in Dailly is progressing well and has been received positively by the local residents.

Rhonda went on to speak of our community engagement achievements, noting, in particular, our support for Whitletts Victoria football club.

2. Minutes of the AGM held on 7 September 2016

The Minutes were approved unanimously on a motion proposed by Frances Maguire and seconded by Pearl Boyd.

3. Appointment of Board Members

Rhonda advised that Tenant members Suzi Williamson, Frances Maguire, Georgina Dawson and Kenny George will continue on the Board. Liz Craig decided not to seek re-election and was thanked for her active contribution to the Board. Rhonda then welcomed one new Board member, Pauline Elliot, in the tenant category. In the community category, Rhonda welcomed two new Board members, Gemma Collins and Mike Tomlinson. It was with regret that Rhonda advised that Vice Chair, Roy Martin and Sandy Paton had been unsuccessful. Rhonda thanked both Roy and Sandy for their work for the Board, in particular, to Roy for his

outstanding contributions over the past two years. Rhonda noted that Paul Torrance has retired and will be much missed.

In terms of South Ayrshire Council's representation, Rhonda thanked Ian Cavana, William Grant and John Hampton for their work and noted that a new Councillor, Chris Cullen, would be joining the Board alongside Ian.

Rhonda also reported that South Ayrshire Council are withdrawing from their Board membership of the association, but confirmed that they are still committed to working with Ayrshire Housing.

4. Provost Moonie

Provost Helen Moonie gave a short speech in which she spoke very highly of the association's commitment to providing high quality affordable housing. She noted the recent Council project at Lochside and that there will be a further 27 projects being completed by 2019 by the Council and housing associations in South Ayrshire.

Provost Moonie wished all Board and staff members a successful year ahead.

Rhonda thanked Provost Moonie and advised that an EGM will be held in due course to change the constitution.

5. Audit Report

Rhonda invited Alan Park, Head of Finance, to outline the Annual Account's key points and how they relate to our long-term performance and prospects. Alan reported on the Annual Accounts for the year ending 31 March 2017. He discussed the financial health of the Company and the expectations from the Scottish Housing Regulator. Alan concluded that Ayrshire Housing remains financially strong and that all banking Covenants have been met.

Rhonda then invited questions from the audience. Councillor Cavana asked if the association will have dedicated staff to deal with Universal Credit in the future. Alan Park confirmed that we have recently doubled our Money Advice Team by bringing Wendy Smith on board, in addition to our team of Housing Officers.

Rhonda then introduced Jim Sinclair of Armstrongs. Jim presented the Auditor's Report for the year ended 31 March 2017 and explained that it is the duty of the auditor to report to the Trustees on the truth and fairness of the Accounts and of their compliance with the various Acts which govern the disclosure requirements. Jim explained that he performed a variety of tests throughout the audit to check our systems and was pleased to report that, on completion of the audit, he had found no significant issues. This was reflected in the Management Letter presented to the Trustees.

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

Jim thanked Ayrshire Housing's staff for their assistance during the audit visit.

The Annual Accounts, the Audit Report and Trustees' Report were accepted by the Members present.

6. Appointment of Auditor

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

7. Report of Work

Rhonda introduced Jim Whiston, Director of Ayrshire Housing, to report on the association's work over the past year and some of the challenges that we are facing. Jim talked about our Vision and Mission Statement and our Corporate Plan. He discussed the importance of the Tenant Satisfaction Surveys and that these were now being carried out face to face rather than via phone or email. Jim touched on the Scottish Social Housing Charter and the performance targets Ayrshire Housing has achieved. These targets place us amongst the best performing housing associations. Jim explained that our relationship with the tenants must always be maintained by ensuring that we are continuously benchmarking our performance. This will be reflected in next month's Charter Report which will show Ayrshire Housing performing well in comparison to other social landlords.

Jim discussed Universal Credit and the impact that this will have on our tenants and the association. He noted that UC will roll out from November in certain areas. Jim also discussed how IT-literate our tenants will need to be with the introduction of the new UC system. To this end, he spoke about our work in digital inclusion and advised that we have been successful in gaining another grant to run more IT classes, initially at our office in Ayr. These classes will teach tenants valuable IT skills, which will be essential when working with the new system.

Jim went on to discuss our new Mutual Exchange website, run in collaboration with South Ayrshire Council. He commented that the site had been well received and that many people have placed adverts since its inception.

Jim reported on the new Energy Efficiency Standard for Social Housing which all stock must meet by 2020. He explained that Ayrshire Housing is fortunate to have a good stock of properties, however, meeting the targeted standard by 2020 will be a key challenge. Jim confirmed that the planned works at the Rowan Road development had now been completed. A grant of almost £300,000 had been received to replace the electric storage heaters in properties outwith the gas supply area.

Jim also reported on a collaboration with several organisations, including the Glasgow School of Art, to improve the energy efficiency of our properties.

Jim reported that the development at Dailly is having a big impact within the village. He also advised that there will soon be an announcement about another major new development.

Jim then went on to mention our work in the community and mentioned Whitletts Victoria football club, the Maybole community garden and Barr village shop.

Jim then thanked the staff at Ayrshire Housing for their hard work, enthusiasm and dedication over the past year.

The Chair then invited Jim to present the awards for this year's tenant garden and pet competitions.

The Chair concluded the AGM, inviting everyone to enjoy refreshments and to feel free to chat to the Board members. There being no other business, the Chair closed the meeting at 8.30pm.

Chairperson

Date