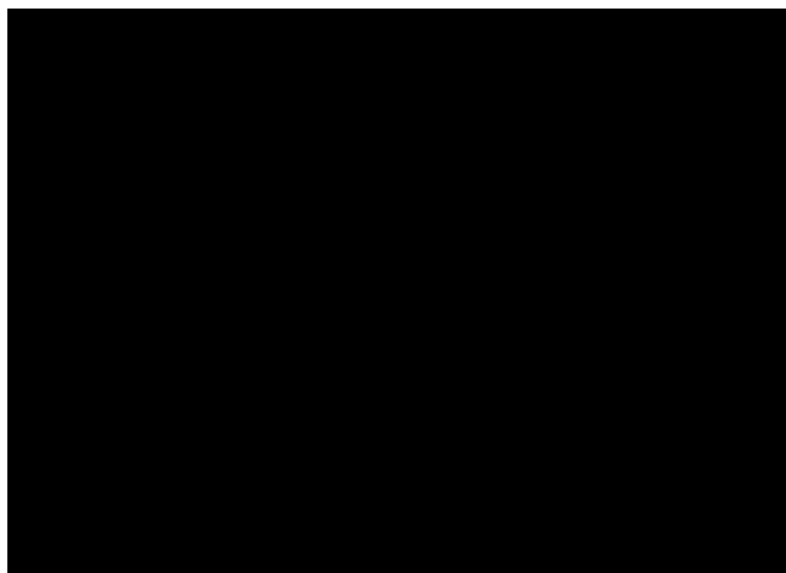




## GOVAN HOUSING ASSOCIATION LIMITED

Minutes of the 47th Annual General Meeting held on Thursday 13 September 2018 at 6.30 p.m. in Pearce Institute, Govan Road, Glasgow.

Present:

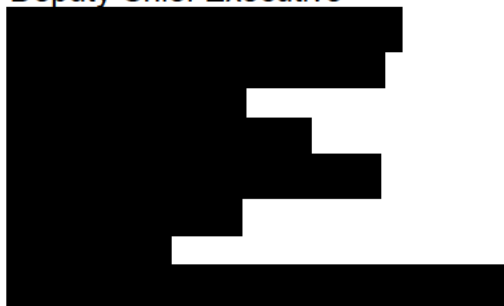


In Attendance:

Mrs F McTaggart  
Miss N. Macholla



Chief Executive  
Deputy Chief Executive



The Chair welcomed everyone to the Association's 47<sup>th</sup> Annual General Meeting confirming that the meeting was quorate, which enabled the meeting to commence.

The Chair then proceeded to introduce the top table to the AGM, providing Members with the format for the evening.

### 1.0 Apologies

The Chair advised that apologies had been received from [REDACTED].

## **2.0 Adoption of Minutes of the 46<sup>th</sup> Annual General Meeting**

The adoption of the Minutes of the 46th Annual General Meeting was proposed by [REDACTED] and seconded by [REDACTED].

At this point, the Chairperson introduced [REDACTED] of Alexander Sloan, the Association's External Auditors.

## **3.0 Presentation of the Annual Accounts for the year to 31 March 2018.**

[REDACTED] from Alexander Sloan presented the annual accounts and the financial statements for the year ended 31 March 2018. [REDACTED] explained their role as external auditors is to robustly and thoroughly review the annual accounts and to give an opinion to members on whether the numbers and narrative in the accounts give a true and fair view of the business. [REDACTED] explained that it was [REDACTED] findings that this was the case and the Association's accounts were a clean, unqualified account of the financial position of the business.

[REDACTED] then proceeded to present in detail the contents of the Financial Statements for the year ended 31 March 2018, drawing Members attention to the following key areas in turn:

- Statement of Comprehensive Income
- Statement of Financial Position

[REDACTED] presented the programme of their audit work highlighting the following opinions:

- that the Association is in a strong financial position and is able to pay debts as required;
- that the financial statements give a true and fair view of the Association's affairs;
- that the financial statements have been properly prepared in accordance with generally accepted accounting practice;
- that the financial statements have been properly prepared in accordance with legislation and regulations; and
- confirmed that the Association had kept proper books and records during this year.

[REDACTED] concluded by thanking the Association's Finance staff for their assistance during the course of the audit.

## **4.0 Chairperson's Report**

The Chairperson began by advising Members that 2017/18 had been a year of growth, development and change for the Association, also a year in which we reached new milestones through the creation of the Govan Housing Association Group.

The Chairperson then when on to highlight a number of the main achievements during the past year, namely:

- the Association continues to review and monitor our housing management services
- the Association continues to improve their existing stock through a comprehensive planned investment programme
- the successful implementation of the Govan Home Team who will play an integral role in delivering a range of repair, maintenance and environmental services for Govan Housing Association and in the future hopefully other organisations over the coming years.
- the Association had enhanced and expanded the range of advice and support services delivered to our tenants by implementing the Community Inclusion Team who in turn have developed and grown the Community Hub on Govan Road, which is now a key anchor agency within the community working with a variety of local partners.
- the Association had provided high levels of customer satisfaction by implementing improved process systems and procurement. Which in turn provided efficiencies and improved the value for money for our customers.
- the Association had increased the number of staff to over 81 including 39 in the HOME Team. This will continue to grow through natural growth and the provision of employment initiatives.
- the Association continues to see seen the growth of the two large-scale community events in the year namely The Annual Fun Day and Govan Loves Christmas.
- the Association remains committed to creating employment locally and will continue to provide initiatives for all age groups. This is coupled with our continued commitment to be a Glasgow Living Wage Employer.
- the Association is the first Housing Association in the United Kingdom to receive all three of the highest awards from Investors in People ***namely:-***

- ❖ *Investors in People Platinum*
- ❖ *Invertors in Young People Gold*
- ❖ *Health & Wellbeing Award*

The Chairman informed Members that the Association was also shortlisted as Best Newcomer and Platinum Employer of the Year in their prestigious annual awards ceremony in London. He confirmed that an insurance group in Cyprus won the award.

The Chairperson concluded by advising that he has had the good fortune to have been Chairman of Govan Housing for the past five years but will be stepping down this year under the Five Year rule, wishing his successor every success for the future. He also took this opportunity on behalf of the Management Committee to thank the Management and Staff of GHA and all our partners with whom we have worked with during the year.

On a personal note, he thanked all Management Committee members, members of the Service Scrutiny panel who had given their time on a voluntary basis demonstrating a huge commitment to maintaining and

improving the services we provide. In addition, he thanked all of our shareholders for their continuing support.

At this point, the Chairperson passed the meeting over to the Chair of Govan HOME Team Gary Maguire.

## **5.0 HOME Team's Chair Report – The First Year**

The Chairperson began by introducing himself to Members and informed them that he had been honoured to be the Chair of the HOME Team Board for the past 18 months.

The Chairperson advised that the creation of the HOME Team had been a lengthy and detailed process involving the views of 30 of the housing Association staff, tenants and partners including market research of various sectors. He confirmed that there was a great support for a Govan Home Team that provided more, and enhanced and developed the existing Direct Labour Organisation, which had served the Association successfully for many years. Despite requiring substantial work to expand the existing service provision, the benefits available to the Association are extensive and will see the Association well placed to secure financial savings as well as enhancing the Govan Housing Association Groups ability to offer employability and regeneration opportunities to the local community.

The Chairperson then went on to highlight a number of the main achievements and benefits during the past year, namely:-

### **Benefits**

- providing a wider range of services to tenants and other service users, which will assist the Association to achieve better results in relation to the Scottish Social Housing Charter.
- Increase satisfaction levels amongst our tenants and residents
- Control the delivery of our emergency and planned repairs service
- Generate profits which can be applied for the benefits of our tenants
- Create tax saving
- Create local jobs and training opportunities for a number of local residents.

### **Achievements**

- we have employed 36 staff in our first year of operating
- our repair performance has continued to be some of the best in Scotland with our average length of time to complete emergency repairs being 2.15 hours (Scottish Average 3.96 hours) and our average length of time to complete non-emergency repairs being 3.97 days compared to the Scottish Average of 6.38 days.
- We have improved our re-let period from 19.2 days to 18.99 days in the year (Scottish Average is 30.72 days)
- Replaced 62 kitchens and 73 bathrooms at a cost of £247,000 to begin our works on the planned maintenance programme.

The Chairperson concluded by thanking the staff and board members of both Govan Housing Association and Govan HOME Team for their hard work and dedication to moving Govan forward.

At this point, the Chairperson passed the meeting over to the Chief Executive Fiona McTaggart.

## **6.0 Annual Return of the Charter- (ARC) – Highlights 2017-18**

The Chief Executive outlined the Association's performance in the year 1 April 2017 to 31 March 2018 by considering some of the main key indicators contained with the Annual Report on the Charter 2017-18 (ARC Association's namely:-

- Staffing
- Stock
- Repairs Performance and Satisfaction
- Gas Safety Compliance
- Arrears
- Court actions
- Relet Times
- Tenancy sustainment
- Stage 3 Adaptations
- Complaints

The Chief Executive then went onto present in detail the Scottish Housing Quality Standards advising that the Association had achieved all of the standards and outcomes in the Scottish Social Housing Charter, the Regulatory requirements and had complied with all of our legal obligations.

## **7.0 Election of Management Committee Members**

The Chief Executive advised Members that, under the Association's Rules, three Members were required to stand down, namely:

- 

The Chief Executive confirmed that this year we also had 3 new share holders, who have completed nomination forms confirming their willingness to stand and have been proposed to stand for election (as listed below).

- 

As a result, with 9 places vacant on the Management Committee and 6 persons standing for re-election, all 6 were automatically appointed to the Committee. The number of Committee Members now stands at 12 (as listed below).

•  
[Redacted]

There are now currently 3 remaining places, which are available for co-options. The Chief Executive further advised to Members present that if they wished to be considered for a co-option to the Management Committee, they should intimate their interest to her after tonight's meeting or by contacting the Association's offices.

#### **8.0 Appointment of Auditors**

The Chief Executive advised Members that the Management Committee had recommended to reappointment as the Association's external auditors Alexander Sloan Chartered Accountants.

The Members approved the appointment.

#### **9.0 Close of Meeting**

The Chief Executive presented the retiring Chairperson of the Association [Redacted] with a gift of appreciation for all of his hard work over the past five years.

The Chairperson concluded the meeting by thanking all those who had attended, advising that there would be a short interval for refreshments prior to the social events of the evening.

[Redacted Signature]

Signed:

Date: 20.09.18