



**ANNUAL GENERAL MEETING
MINUTES OF MEETING HELD ON
TUESDAY 5th SEPTEMBER 2023 at 6.30 PM
DRAFT – TO BE APPROVED SEPT 2024**

In Attendance

Rhona Polak, Chairperson
Yvonne McDonald
Katie Devaney
Janet Cassidy
Margaret Brown
Patricia Eadie
Maureen Martin
Margaret Giblin
Mary Campbell
Rosemary Marshall
Lucifer Morningstar
Douglas Watt
Tensingh Prabu
Janette Stevenson
Mary Teresa Docherty

Billy Stevenson
Lynsey Chrystal
Hilary Edgar
Malcolm Brown
Lorna Binnie
Sheila Cope
June Molyneaux
Alex Blair
Veronica Maclean
June Black
Venilanda Chobe
Akinpelu Olabode Odewabi
Aihanuwa Doris Ogebeide
Sandra Busby
Irene Halliday

Staff in Attendance

Erica Davidson – Chief Executive Officer
Martin Harvey – Head of Housing
Kennedy Chilambe – Head of Finance
Graham Burns – Repairs Officer
Kara Halpin – Housing Officer
Ethan-Craig Adamson – Administrative Assistant
Jodie Hart – Finance Assistant
Amy Sweeney – Corporate Services/Compliance Officer

Auditor – Phillip Morrice – Alexander Sloan
Lorna Ravell – EVH

1.0 Welcome – Chairperson’s Report

Rhona Polak, Chairperson of Knowes Management Committee welcomed all present and thanked them for coming along to the AGM.

Rhona explained that tonight’s AGM will celebrate 25 years of Knowes Housing Association. There have been a lot of changes since the handover of Scottish Homes stock 25 years ago. Many of the Faifley residents have lived in the area for longer than this so Knowes HA has been part of their lives for all this time. Knowes has worked hard to help the Faifley community and will continue to do so, but it is also important to celebrate everything that has been achieved so far.

Rhona advised that her Chairperson’s Report is available to read in the Knowes HA summer newsletter which also includes information on the year’s performance.

Rhona thanked the Management Committee for their commitment throughout the year and for giving up their time to attend Committee meetings and training sessions. Rhona also thanked the staff at Knowes for their work this year and for their help organising meetings and events. Thanks were also given to Phillip Morrice from Alexander Sloan for coming along to the AGM to present the Annual Accounts and to Lorna Ravell from EVH.

Rhona also took the opportunity to encourage anyone who is interested in joining Knowes HA’s Management Committee to contact any of the Committee members or Knowes staff for more information.

2.0 Apologies

Apologies were received from the following:

Francis Austin	John Scott
Nancy McWatt	Bernadette McAteer
Duncan Campbell	Agnes Campbell
Janet Downey	Mary McClymont
Sharon Cassidy	Carrie MacNiven
William Russell	Allison McKenzie
Margaret Buntin	Den Cooke
Helen Bicker	Ian Miller
Steven Russell	Andrew Halfpenny
James Hart	Sharon Davis

3.0 Minutes of Previous Annual General Meeting – 6th September 2022

3.1 Approval for Signature

The minute of the last Annual General Meeting held on 6th September 2022 was agreed as an accurate record. Proposed by Billy Stevenson and seconded by Lynsey Chrystal.

3.2 Matters Arising

None.

4.0 Statement of Accounts – Alexander Sloan

4.1 Phillip Morrice of Alexander Sloan, Chartered Accountants was present to deliver a report on the financial position of Knowes Housing Association for the year ending 31st March 2023.

Mr Morrice explained that it is the Management Committee's responsibility to ensure that proper accounts are prepared and that these accounts are provided to Share Members.

Mr Morrice stated that it is Alexander Sloan's job, as auditors, to review these accounts and give an opinion to the members on whether the financial statements give a true and fair view. What is means by true and fair – is that they are accurate and fair means that they are not misleading.

The opinion given by Alexander Sloan is that the financial statements give a true and fair view of the Association's affairs as of 31st March 2023 and have been properly prepared in accordance with generally accepted accounting practice. They also confirmed that the Association kept proper books and records during the year and there are no matters of significance to be drawn to attention.

Mr Morrice went on summarise the figures in the Statement of Comprehensive Income (SOI) and Statement of Financial Position (SOFI).

On the SOI, the Association's income has increased to around £4.92m (£4.86m last year). Operating costs increased to around £4.7m. This is due to a large increase in repairs and maintenance costs. There has been a £55.9k gain on sales of housing stock.

The Association received interest on bank deposits of around £23k. It also paid around £26k interest on loans.

Overall, the Association made a surplus of around £268k. There was a technical adjustment made which affected the staff pension scheme resulting in a loss of £400k. The total comprehensive income is (minus £131k).

On the SOFI, the long-term creditors of £48k are long-term element of loans taken out to fund housing in years gone by and this will be repaid in the coming years. Overall Net Assets were around £17m.

Mr Morrice went on to thank Erica, Kennedy and all the staff at Knowes for all their hard work during the audit.

Questions on the accounts were encouraged from Mr Morrice, of which there were none.

4.2 **Resolution in Terms of Rule 74 to Approve the Appointment of Auditors for the Financial Year 2023/2024**

The Management Committee propose that Knowes' members pass a resolution to re-appoint Alexander Sloan as the external auditors for 2023/24 as per Rule 74 and Knowes Audit Policy.

The decision to re-appoint Alexander Sloan as the external auditors for 2023/24 was agreed. Proposed by Hilary Edgar and seconded by Billy Stevenson.

5.0 **Chief Executive Officer – Short Presentation**

Erica started off by thanking everyone in attendance for coming along to the meeting. Erica said she was delighted to be here with the Shareholders of the organisation celebrating 25 years of success for Knowes Housing Association.

Erica explained that when she started at Knowes HA back in 1998, the office was in an old tenement building in Lennox Drive – with just over 11 hundred properties newly transferred from Scottish Homes, borrowings of £9.5m and only about £1000 in cash to our name. However as was the case then and is still true now, our real assets were our dedicated Committee, a strong staff team and the support of all of our share members and customers.

The turn of the century saw our move to our brand new purpose built office at Field Road and whilst the rest of the country were worrying about the Y2K bug, we were busy planning and getting on with our first new refurbishment project at Whitehill crescent which was swiftly followed by demolition of old flats in Bryson street which became the site of our first new build development. We went on to build 119 new properties in total whilst bringing in over £7m pounds of additional funds from Scottish government capital grants. Over the last 25 years we have spent a massive £23m on building new houses and replacing kitchens, bathrooms, boilers, roofs, renders, etc in our existing homes.

The last year has not been without its challenges. As a result of Covid and subsequent lockdowns there has been a back log of repairs for our property services team to work through. On top of that our main repairs contractor went into liquidation in the middle of 2022. Fortunately, we were able to appoint a number of new contractors for our responsive repairs service and we are happy to report that we have caught up on all the outstanding repairs which were delayed during Covid. With our new

repairs contractors on board, our repair satisfaction levels have risen since April and now 94% of our customers say they are satisfied with our repairs service (This compares well to 76% on average from last year). The average time to carry out routine repairs is 7 days which has fallen from 11 and our average time to attend emergency repairs is less than half an hour.

Our arrears and void loss performance continues to be strong. Our arrears levels are sitting at just under 2.5% of our rental income which compares very well to the Scottish average of 6.9%. Our rental loss through properties being empty is currently 0.37% again comparing well to the Scottish average rent loss at 1.4%. Our rent increase in April this year was 4.9% and was well below inflation at that time and also lower than the Scottish average of 5.14%.

Supporting our customers through this current cost of living crisis has also been a top priority for us. In the last year we have been successful in obtaining government grants of £40,000 which have been utilised to provide food, fuel and clothing vouchers for the community. We have part funded a tenancy sustainment officer as well as obtaining funding for energy and money advice officers to support Knowes' customers. In partnership with our fellow West Dunbartonshire housing associations, we are applying for further winter fuel vouchers to benefit the community.

We are pleased to continue our support to Flourishing Faifley for the secret garden and also this year after an absence of three years we were delighted to bring back the annual bus trip. This year we went to Alloway to visit the Burns Cottage and Museum and for afternoon tea and the day proved to be very popular with all who attended. Thanks to the generous sponsorship for our repairs contractors, MJM, Guardian scaffolding and Continental Landscapes

Looking to the future: - within the next two years we plan to build a further 27 new homes and in the next five years we have £7.1m set aside for new kitchens, bathrooms, doors and windows. By the end of this year, we will have also paid back our original £9.5m loan. Given our strong performance and our cash balances of £5.7m we believe that we are in excellent position to face the challenges ahead of us We will continue to provide our customers with the high quality, affordable homes they aspire to as well as building a strong sustainable community here in Faifley.

Erica thanked everyone again for attending the AGM and supporting Knowes Housing Association.

6.0 Election of Committee of Management

Election of the Members of the Management Committee for the Year 2023/2024

Current Committee Members

<u>Name</u>	<u>Position</u>	<u>Date Elected</u>
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Steven McCabe	Chairperson	Sept 2022
Rhona Polak	Committee Member	Sept 2022
Billy Stevenson	Secretary	Sept 2022
Yvonne McDonald	Treasurer	Sept 2021
Katie Devaney	Vice Chairperson	Sept 2021
Councillor Lawrence O'Neill	Committee Member	Sept 2022
Lynsey Chrystal	Committee Member	Sept 2021
Hilary Edgar	Committee Member	Sept 2021

One third must stand down at the AGM and this is the longest serving members of the Committee plus any casual members.

The members standing down were:

- Yvonne McDonald
- Hilary Edgar
- Lynsey Chrystal

These members are standing for re-election in accordance with Rule 39.4 and therefore do not require to be nominated.

No other members are standing for election.

As the number standing for election plus the current members are less than the 15 places on the Management Committee, it is proposed therefore that the following are elected to serve as Committee members for the Association;

- Steven McCabe
- Rhona Polak
- Billy Stevenson
- Yvonne McDonald
- Katie Devaney
- Councillor Lawrence O'Neill
- Lynsey Chrystal
- Hilary Edgar

Proposed by Sheila Cope and seconded by Janet Cassidy.

7.0 Long Service Awards

Lorna Ravell from EVH attended the AGM to present a Long Service Award. Lorna explained that EVH provide support to governing bodies and they have worked with Knowes HA since 1992. She explained the importance of long service within the sector and that it should be greatly valued and recognised. For this reason, in 2015 EVH introduced their Long Service Awards.

Lorna presented a Long Service Award to Billy Stevenson who has been a member of Knowes HA's Management Committee for over 25 years and

provided some information on how Billy has played his part in ensuring Knowes HA's success.

Billy Stevenson first joined Knowes' Committee in 1992 as Vice Chairperson and has sat continuously on the Committee ever since, serving also as Chairperson and now as Secretary to the Board. Billy proved to be a valuable resource in the early Knowes' steering group with his wealth of local knowledge was instrumental in facilitating the transfer of Scottish Homes Stock to the newly formed Knowes Housing Association in March 1998. Since then, Billy has played a central role in steering our ship over the years and Knowes staff and Committee greatly value his wisdom, his experience and his good humour.

Billy is very active in the local community and has also been Scout leader for the local Scout group. Billy is also a keen photographer and many of his local photographs have featured in local exhibitions and our newsletters with some gracing the walls of our office Committee room.

Although Billy is now deservedly enjoying more time in his retirement with his wife Janette (interspersed with playing golf). There has been many a time in the past when he has balanced being a husband and father whilst working long hours at Arnold Clark and he still found time to attend Committee meetings, Knowes' events and AGMs and contribute to Knowes' Business Planning. Therefore, it is with great pleasure that we recognise his 30 years of devoted and loyal service to Knowes Housing Association.

Lorna thanked Billy for all his hard work and dedication to Knowes Housing Association.

Billy said that he was proud to be a member of Knowes HA's Committee. He explained that over the past 25 years on the Committee he has met and worked with many people, all of which he has got on well with, and it has been a positive experience for him.

8.0 Annual Prize Draw

The Share Members Annual Prize Draw took place, with the winner being Sheila Cope.

9.0 Garden Competition – Prizes

The winners of the Garden Competition were announced:

1st Place – Mr John Irvine (not in attendance)

Runners up – Elizabeth McNicol (not in attendance) and Sinead Slevin (not in attendance)

10.0 Bingo

Erica and Rhona closed the meeting by thanking the share members, members of the Management Committee and staff for attending the meeting.

Everyone in attendance was invited to enjoy a few games of Bingo, with the chance to win some prizes.