

Knowes Housing Association
Annual General Meeting
Tuesday 3rd September 2018
Faifley Skypoint Centre, Lennox Drive, Faifley

MINUTE OF MEETING

In Attendance

Pierre De Fence, Director
Rhona Polak, Chairperson

Erica Davidson, Head of Finance
Kevin Booth, Alexander Sloan

Deborah Gold
Helen Munro
David Mandelson
Yvonne McDonald
Sheila Cope
Mr Brown
Gary Clarke
Mary Campbell
Fiona Brown
Lawrence O'Neill
Patricia Thorburn
Janet Cassidy
Irene Halliday
Catherine Greer
Fiona Collatin
Joanne Collatin
Frances Austin
Sandra Busby
Mary Teresa Docherty
Ann Keatings
Clare McGraw

June Black
June Molyneaux
Ann McGowan
Lynsay Chrystal
Katie Devaney
Mrs Brown
Don Cooke
James Morrison
Paul Cowan
Billy Stevenson
Margaret Giblin
M Martin
Allan Halliday
John Lees
Leeann Thompson
Tina Bainbridge
Douglas Watt
Jeanette Stevenson
Osamuyimen Enabulele
Tony Holms (late arrival)

Guests in Attendance

David Robbie, The McDougall Group
David Kennedy, The McDougall Group

Isabelle Wood, Faifley Art Group

Staff in Attendance

Pierre De Fence
Peter French
Sandra Love
Kirsty Woods

Erica Davidson
Jodie Keatings
Isabel Pringle

1.0 Welcome – Chairperson’s Report

Our Chairperson, Rhona Polak confirmed that our meeting was quorate and that the AGM was able to proceed. Rhona asked for mobile phones to be switched off and that if anyone had not yet signed in that they make sure they do so before leaving. Also there was a slight change to the running order i.e. items 9 and 10 would take place before the prize bingo.

Rhona went on to welcome everyone and thanked them for coming tonight, thanks were given to our Management Committee for giving up their time during the year to attend meetings and training sessions and to staff for all their help with all the preparations and arrangements for tonight.

Rhona made the annual appeal for new Committee members and asked if anyone wanted to get involved, to get in touch with any of the Committee or Knowes’ staff for information.

Rhona talked about the new “Good Neighbour Award 2019” that we are running. We are looking for nomination of tenants who have gone out of their way to help others and who have shown kindness and consideration. Rhona advised that the closing date for nominations is 31st October and nomination forms can be collected from the office or downloaded from our website

To end her report, Rhona again thanked everyone for coming along and to the staff for their efforts in organising the meeting and to Kevin Booth, Alexander Sloan, David Robbie, The McDougall Group and to Jaclyn Brady for supplying the buffet

The official proceedings of the meeting now began.

2.0 Apologies

Apologies were received from:-

Rosemary Marshall
E Gillespie
M Dalziel
Scott McCready
Bernadette McAteer
D Campbell
Margaret Buntin
J Smellie
Cllr Douglas McAllister
M McWatt
Mary McClymont

Lorna Binnie
A McKenzie
E Hewitt
Elizabeth Hackett
Agnes Campbell
Andrew Halfpenny
Lisa Ward
James Hart
Janet Campbell
Ellen McKenzie
Mary Burrell

John Lafferty
Raymond Clarke
Mary Fegan
Mrs Nish
Allan Bennett
Carolynn Fisher
Cllr Douglas McAllister

Catherine Mulrine
Elizabeth Scott
Steven Russell
Mrs Bicker
Clare McGraw
Pat Eadie
Gil Paterson MSP

3.0 Minutes of Previous Annual General Meeting 4th September 2018

3.1 Approval for Signature

Councillor Lawrence O'Neill noted that he was recorded in the minute as a guest, when in fact he is a Share member.

Thereafter the minute of the last Annual General Meeting held on 4th September 2018 was agreed as an accurate record. Proposed by Billy Stevenson and seconded by Katie Devaney.

3.2 Matters Arising

There were no matters arising.

4.0 Statement of Accounts – Alexander Sloan

4.1 Kevin Booth of Alexander Sloan, Chartered Accountants was present to deliver a report on the financial position of Knowes Housing Association during the year ending 31st March 2019.

Mr Booth explained that it is the Management Committee's responsibility to ensure that proper accounts are prepared and that it is the job of the auditors to review these accounts and give an opinion to the Share Members on whether the financial statements are accurate.

He went on to give a summary of the key points within the accounts, advising that the balance sheet within the financial statement represents our assets and liabilities and that the Association continues to have a strong balance sheet.

Mr Booth stated that the opinion given by Alexander Sloan is that the financial statements give a true and fair view of the Association's affairs as at 31st March 2019 and of its surplus for the year and that the statements have been properly prepared in accordance with generally accepted accounting practices.

Mr Booth asked if members had any questions/queries on the accounts, of which there were none.

The Report and Financial Statements were then approved. Proposed by Rhona Polak and seconded by Yvonne McDonald

4.2 **Resolution in Terms of Rule 74 to Approve the Appointment of Auditors for the Financial Year 2019/2020.**

Rhona Polak informed all present that it is Knowes' Audit Policy to formally procure our external audit function after an audit firm has been in post for 7 consecutive years. Therefore as our current auditor, Alexander Sloan's 7 year tenure has come to an end in financial year 2018/19, we went out to tender for the audit function in July.

After detailed evaluation of the tender returns, we are pleased to report that Alexander Sloan again submitted the winning bid. Therefore the Management Committee propose that Knowes' members pass a resolution to reappoint Alexander Sloan as the external auditors for 2019/20 as per Rule 74 and Knowes Audit Policy.

Proposed and accepted by Gary Clarke and seconded by Sheila Cope.

5.0 **Directors Presentation**

Pierre De Fence, our Director then gave his short presentation.

Pierre advised that this is our sixth year of reporting against the Scottish Social Housing Charter and our first year of providing an annual assurance statement, both of which are on our website.

Pierre reported on the Association's performance this year against the averages of other RSL's in the same time period, which included the following:-

- Our rent increase this year was 2.60% against a Scottish average for all RSL's of 3.21%

We surveyed approximately 200 of our tenants and of the tenants who responded to our tenant satisfaction survey, the results were as follows:-

- 91% said they were satisfied with the overall service we provided compared to the Scottish average of 90.1%
- 94% felt that we were good at keeping them informed about services etc., with the Scottish average being 91.6%
- 89.1% were satisfied with the opportunities we offer to participate in our decision making, compared to the Scottish average of 86.5%
- 96.8% of Knowes stock meets the Scottish Housing Quality Standard against the RSL average of 94.1%
- The average length of time taken to complete emergency repairs was approximately 0.9 hours, the Scottish average was 3.6 hours
- Our repairs appointment service is working very well, 100% of appointments were kept, compared to the Scottish average of 95.6%

Neighbourhoods

- 85.4% of reported anti-social behaviour complaints were resolved within agreed targets, compared to the Scottish figure of 87.9%

Value for Money

- The amount of money Knowes collected for current and past rent was equal to 99.4% of the total rent it was due in the year, the Scottish average was 99.1%
- 0.2% of rent was not collected due to empty homes, the Scottish average is 0.9%
- Knowes took an average of 7.4 days to re-let homes, the Scottish average was 31.9%

What Happened During The Year

- Ofgem came to visit us to see the great work we have done in energy saving measures, which resulted in Knowes being mentioned in the Scottish Parliament
- Once again McDougalls sponsored our annual bus trip for our more mature residents
- A local young man started an apprenticeship with the McDougal Group
- Two of our staff went off on maternity leave and have new additions to their families
- Our painting contractor The Bell Group organised a paint giveaway day which was so successful they had to go back to their base for more supplies
- Knowes helped sponsor the Gala Day and assisted in judging "Faifley's Got Talent"
- We also helped to publicise the work being done to uncover the famous Faifley "rock art"

Pierre completed his presentation by looking at what lies ahead for Knowes.

- Universal Credit is being rolled out and over 100 of our tenants have been moved onto it
- We continue to work with WDC and the Scottish Government and are hopeful of securing the Bowling Club site to develop and build new properties
- We continue to try and reduce fuel poverty and carbon emissions

6.0 Election of Committee of Management

To note Election of the Members of the Management Committee for the Year 2019/20

Current Committee Members

<u>Name</u>	<u>Position</u>	<u>Date Elected</u>
Rhona Polak	Chairperson	Sept 2018
Billy Stevenson	Secretary	Sept 2017
Sheila Cope	Treasurer	Sept 2018
Yvonne McDonald	Committee Member	Sept 2017
Katie Devaney	Vice Chairperson	Sept 2017
Janet Cassidy	Committee Member	Sept 2018
Lawrence O'Neill	Committee Member	Sept 2018
Jim Finn (Council Representative)	Committee Member	Sept 2017
Claire McGraw	Casual Member	N/A
Gary Clark	Casual Member	N/A
Lynsey Chrystal	Casual Member	N/A

Pierre advised that one third of the membership must stand down at the AGM and that this should be the longest serving members of the Committee plus any casual members, namely:-

Billy Stevenson, Yvonne McDonald, Katie Devaney, Jim Finn, Claire McGraw, Gary Clark and Lynsey Chrystal

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

There is 1 place on the Committee for a council representative, which is James Finn who was elected as a committee member last year.

It is proposed therefore that the following are elected to serve as committee members;

Rhona Polak
Billy Stevenson
Sheila Cope
Yvonne McDonald
Katie Devaney
Janet Cassidy
Lawrence O'Neill
Jim Finn (Council Representative)
Claire McGraw
Gary Clark
Lynsey Chrystal

The election of the Management Committee was agreed. Proposed by Billy Stevenson and seconded by Yvonne McDonald.

7.0 Share Members Prize Draw - £100 Prize

The prize draw winner was Share number 65, Mr Douglas Watt.

8.0 Presentation of prizes to the winners of the Garden Competition

Once again, The McDougall Group kindly sponsored the Garden Competition and David Robbie, presented the prizes.

1st Prize – Mr & Mrs Morrison
£50 Voucher from McDougalls and plaque from Knowes HA

2nd Prize – Mr Tony Holms
£35 Voucher from McDougalls

3rd Prize – Ms Fiona Collatin
£20 Voucher from McDougalls

9.0 Light Entertainment

We were entertained tonight by Tianna Bainbridge, one of the winners of the Faifley's Got Talent winners. Tianna kindly agreed to come along tonight and performed two beautiful songs which everyone present thoroughly enjoyed.

- 10.0** Once again, due to its popularity, it was decided to hold a game of bingo for visitors and Share Members, Jodie Keatings from Corporate Services kindly acted as the bingo caller for the evening, with Isabel assisting her.

The bingo winners chose a prize from a selection of chocolates, gift vouchers and wine.

Pierre then thanked Share Members, Committee,
Guests and staff for attending the meeting.

Everyone was then invited to join him for the buffet.