ORE VALLEY HOUSING ASSOCIATION

Minute of the Annual General Meeting
held at
Ore Valley Business Centre, Lochgelly
on
Tuesday 16th August 2016 at 6.30pm

Present:
Thomas Allan, Harold Webster, Patricia Webster, Susan McDonald, Gavin Smith, William Robertson, Kathleen Robertson, Robert Byers, Tom Dougan, Andrew Gibb, Isobel Muirhead and Mark McLintock.

In Attendance:
Nick Clark (Business Development Manager), Andrew Saunders (Chief Executive Officer), Kerry McLeod (Corporate Support Manager), Joanne Cargill (Executive Support Officer), Colin McInnes (Housing Manager), Maryjane Elder (Senior Corporate Support Officer), Moira Muir, Craig Mackie, Murray Dalgety (Bird Simpson) and Dave Roberts (Chiene & Tait).

1. **WELCOME**
   Susan McDonald (Vice Chair) welcomed those present and conveyed her appreciation to the number of members that have come along to the meeting.

2. **APOLOGIES**
   Apologies were received from Myra Donaldson, Alex Anderson and Alan Johnston.

3. **APPROVAL OF THE MINUTES OF THE AGM HELD ON 18/08/2015**
   The minutes of the AGM held on 18th August 2015 were approved by Tom Allan, seconded by Harold Webster and adopted as a true record of the meeting.

4. **MATTERS ARISING**
   No matters arising.

5. **CHAIRPERSON'S REPORT**
   Susan McDonald was delighted to provide her report on what's happened over the last year, which was her first full year as Chair of Ore Valley Housing Association.

   We have worked hard throughout the year to improve the services we provide to our tenants and one of the main highlights is the development of a coherent strategy for engaging with and involving tenants in various aspects of the work that we do.

We have acknowledged that effective communication is a key to engaging with our tenants and the Board approved the appointment of a dedicated Communications Officer and supported the development of a new look, interactive web-site, as well as the introduction of social media as a means of communicating with tenants and the wider communities we work within.

We tested the effectiveness of our communication approach during the year as we consulted and engaged with all of our tenants on a comprehensive restructure of our rents. The new structure was concluded and 2016/17 will see the first year of implementation.

As well as providing housing and related services we are very keen to support our tenants at times of challenge and the Board were delighted to approve the creation of a post to provide support and wellbeing services to tenants, this is particularly important during the period of change and uncertainty which lies ahead, as a result of the ongoing Welfare Reform programme.

Throughout the year we have continued to invest in our exiting housing, as we aim to ensure that the homes and services we provide represent both quality and value for money.

It has been a busy and enjoyable year and I would like to thank my fellow Board Members who give their time voluntarily for their exceptional support and input and also the staff team for their hard work during the course of the year.

6. FINANCIAL REPORT

Dave Roberts, Chiene & Tait explained that the Consolidated Financial Statements for the year ended 31 March 2016 are the accounts for Ore Valley Housing Association and 3 subsidiaries. There is a summary of the financial highlights on page 9 of the Annual Report. The accounts looks slighty different from previous years due to the Association adopting the Financial Reporting Standard 102 (FRS 102).

The accounts have been audited by Bird Simpson, our external auditors and approved by the Board.

Pages 2 – 5 contain the report of the Management Committee stating what's happened during the year and the future plans of the Association.

Dave Roberts talked through some of the highlights for the year:-

- Page 9 shows the surplus and total comprehensive income for the year as £98,466.
- The turnover for the year was £3,228,480.
- £883,734 cash in bank.

- ❖ Note 25 on page 29-30 reports the adjustments from last year's accounts compared to this years.

A full copy of the accounts can be e mailed or sent out on request.

The Chair thanked Dave Roberts for the financial report.

7. APPOINTMENT OF AUDITORS

We are required to appoint auditors at each Annual General Meeting. Bird Simpson carried out the audit this year satisfactorily and the proposal is for Bird Simpson to be appointed for another year.

This was approved by Tom Allan and seconded by Mark McLintock.

8. ELECTION OF COMMITTEE

The Chief Executive Officer explained that in accordance with the current rules, a third of Board members are obliged to stand down and may then stand for re-election. This applied to Rosalind Eals, Tom Dougan and Andrew Gibb this year. Rosalind, Tom and Andrew all indicated their willingness to be re-elected and given the number of members on the Board, all 3 were duly elected unopposed. Isobel Muirhead and Alan Johnston have been filling casual vacancies on the Board. There were no other nominations received, therefore, both Isobel and Alan were elected on to the Board uncontested. We are actively seeking new members for the Board and if anyone is interested in filling a casual vacancy then please contact us.

9. DIRECTOR'S REPORT

Andrew Saunders gave his report on the future.

The two main categories are our properties and how to improve.

Tenant's views are important as is service improvements to meet expectations and aspirations. On the property side, we are maintaining and improving the existing housing stock. We are in the process of completing a major programme of central heating replacement to approximately 200 properties in Cardenden where their boilers are about 20 years old. We are spending £750,000 on new energy efficient systems to increase comfort levels and tenants should see some savings on energy costs. We are rolling forward a kitchen replacement programme during the course of the year. We carried out a consultation with our tenants about the process for tenants included in the programme. For tenants that continually pay their rent on time. The response to the consultation was very positive. Financially there is a high spend on reactive maintenance which we intend to shift the balance and move to a more preventative and planned maintenance approach. In the coming year, we intend to engage with tenants on how we deliver the reactive maintenance service.

The Scottish Government strategy is to deliver 50,000 new affordable homes which is an increase of 20,000 over the previous parliament.

We are currently asking tenants to complete a tenant satisfaction survey which is being carried out by Research Resource on our behalf. The findings of that survey will be used to speak to tenants at the Tenant Conference on 29 October 2016. Invitations to the conference will be going out to all tenants in October. The main focus will be related to tenant participation.

The existing Board members are more and more interested in engaging with the aspiration of tenants and future tenants.

With reference to future improvement, we have enrolled in a benchmarking group which compares our results with other housing associations across Scotland.

To summarise, we are incredibly focussed on improving energy efficiency of our existing properties and most importantly focussing on tenant's views, value for money and being more efficient as we move forward.

10. Open Forum

- William Robertson raised points about his new property that was built 7 years ago. He said that there is dampness on the walls, kitchen cupboard doors do not shut properly and the floor in the bathroom is spongy. He also reported that our gas contractor called to replace a corroded valve but left without replacing it and Ore Valley are not checking what repairs have been carried out. Every radiator is behind the door.
  Mr Robertson also requested that the accounts be sent out to members prior to the AGM so that they have time to have a look at them.

  AS advised that we are concentrating on all of our buildings and all of our tenants. We maintain and repair all of our properties, carrying out a quality control system where a percentage of completed repairs are checked. We deal with thousands of repairs each year. We will go back and check what we were charged for if no valve was fitted. AS takes the comment regarding the accounts on board and will attempt to send them out in advance next year.

  Colin McInnes is aware of the floor issue and will look into it.

- Robert Byers complained that his shelves in his kitchen units are not right and his windows need repaired.

Colin McInnes advised that the houses were built to a spec and if there is a problem with the kitchen then we need to look into it.

- Mary Muir advised that she was told her co detector was obsolete but it was not replaced.
  Colin McInnes advised that it may be a hard wired co detector but we will look into it.

- Patricia Webster reported that her front windows are getting battered, grazed and chipped. They have put up a CCTV camera.

  Harold Webster said that Alex Rowley has been at his house and Kittaya has taken photos and contacted the police.

  Colin McInnes advised that the housing officer has been involved but they have done all that they can. It is more of a community issue.

  AS advised that CMcI had taken notes on all the specific repairs raised and will follow these up as soon as possible. AS thanked everyone for coming to the AGM tonight.

Following further discussions on various issues and repairs SMcD intervened in order to draw the meeting to a close. It is obvious that repairs and anti-social behaviour is a major issue and that the Housing Association will look at solutions.

11. A.O.C.B

There was no other competent business.

Murray Dalgety left the meeting at 19.10pm.

This AGM was drawn to a close at 19.20pm.