



1986-2016: Celebrating 30 years working in the community

Barrhead Housing Association Limited

**34th Annual General Meeting
Minute of the meeting held on
Tuesday 25 August 2020 at 6.00 p.m.
Conducted by Zoom Video conferencing**

Present:

T Buchanan, Councillor	J Gribbon
D Yates	T Reilly
A Oliver	B Welsh
J Strang	D Greig
D McCready, Chairperson	J Piatkowska
B Connelly, MBE	M Mukhtar
J Cairns	

In Attendance:

- S Robison, Chief Executive
- H Sutherland, Director of Corporate Services and BHA Secretary
- I MacLean, Corporate Services Co-ordinator
- J Chittleburgh, Senior Partner, Chiene + Tait, external auditor

1.	<p>The Secretary welcomed members to the 34th AGM and confirmed the order of progress for the meeting.</p> <p>Apologies – received from members – S McLeish, E Graham, W Graham, E Hendry, B Richardson, D Richardson, A Devine, R Connelly, L Carr, J McShane, A Smith, J Ralston, M Ralston, S Sweeney, D Sweeney, R Begley, M Carter, J Liddell, J Liddell, N McCluskey, D McKinney, J Hamilton, C Boyd, R McGuire, E Cairns.</p>
2.	<p>Chairperson’s Report</p> <p>D McCready took members through a presentation, during which he covered events of the past 12 months. The Chair expressed his thanks to the BHA staff team and Board members, including welcoming 2 new Board members and offering his thanks to Claire Boyd (after over 20 years’ service) and Chris Baird - who have both recently resigned from the Board.</p> <p>He confirmed that the Association was now starting to work on business</p>

	<p>recovery, recognising the impact Covid-19 had on health and wellbeing and the economic climate. He re-assured members that the Association will work hard to support our residents and communities – whilst following Government guidance to ensure the safety of our staff and customers.</p> <p>The Chair confirmed to members that the Association’s Chief Executive has decided to retire early after 15 years’ service with BHA. He indicated that she will be leaving BHA financially robust, and with a strong local and wider sector reputation. Recruitment is now underway for a new CEO, and an interview long list process will take place on 2nd September with final interviews on 9 September 2020.</p> <p>He advised that, later in the Agenda, the report on the Financial Statements will confirm that the financial health of the Association is strong, with surpluses generated and cash in the bank. In terms of governance, BHA has received positive feedback from SHR following submission of our 1st Annual Assurance Statement in October 2019, and that we had discussed with the Regulator plans for the future, the future business plan and arrangements for recruitment of the new CEO.</p> <p>In terms of planned investment, good progress has been made against energy standards and fire safety.</p> <p>The Association has worked hard to engage with tenants. Rent arrears have been kept under control, but have seen a Covid-19 related increase over past few months and this will need to be managed in a responsible, yet sensitive and compassionate way.</p> <p>Wider community regeneration has been very successful, attracting £300,000 in additional wider community benefits.</p> <p>The new housing development in Neilston was handed over in August 2020, with 12 houses now added to our housing stock. In relation to wider development activity, the Bellway Blackbyres Road site is now underway with 10 houses expected in Summer 2021. 3 other local sites are anticipated, with up to an additional 55 new homes expected in the coming years.</p>
<p>3.</p>	<p>Approval of Minutes: Annual General Meeting 3 September 2019</p> <p>The minutes were accepted as a true record of the meeting and were proposed by D McCready and seconded by J Strang. There were no matters arising from the Minutes.</p>
<p>4.</p>	<p>Chief Executive’s Highlights</p> <p>The Chief Executive took members through a presentation which</p>

provided detail of the activity and achievements over the past year, recognising the lockdown since mid-March and the impact this has had on the Association's activities. Key areas highlighted within the presentation included:

- Updated Business Plan, including succession planning and the development of a strategic option appraisal
- Updated 30 year financial plan, demonstrating the viability of the organisation
- Updated Business Continuity Strategy, while not being fully compliant against COVID-19 lockdown, was a good test for what occurred in March 2020
- Targets for energy efficiency and fire safety to be achieved this year, albeit challenging
- Good progress in relation to governance self-assurance
- Healthy bank balances. Private loan to support new build development
- GDPR and FOI implementation. Small number of data breaches attributable largely to human error
- Main spend items were loan interest repayment, staff costs, new build costs, reactive and void repairs, cyclical/planned maintenance spend. Cash has grown £4.8m
- Social Housing Charter – Some key performance indicators were highlighted
- Key work undertaken over the year has included: Full allocation policy review, new BHA "App", online housing application, new maintenance contractor (Everwarm), Cyber Security Accreditation, new telephone system, Updated Business Continuity and Risk Management strategies, Sheltered Housing risk assessments underway and Internal Audits on Financial Controls and GDPR/FOI completed.

The Chief Executive then provided members with an update on the Association's actions taken in light of Covid-19 and the steps proposed to incrementally open back to the public (initially by appointment only). The office remains closed to the public and a further update will be provided after the Scottish Government's announcement on 11th September 2020. Some testing of the office by staff had commenced.

Service resumption will be careful to ensure the safety of our customers, and staff and contractors – backlog of repairs will now be tackled and various contracts have restarted, or will start soon.

The Association will need access to each property to install fire safety measures. Further improvements are planned at the sheltered complex, the 5 year investment plan to be reviewed and IFLAIR procurement frameworks (x 8) are expected to be in place by October 2020

	<p>In relation to funding, BHA has secured £100,000 supporting Communities funding, £10,000 fuel poverty vouchers administered via CAB, £4,000 IT digital vouchers, £98,000 Climate Challenge funding and £100,000 National Lottery funding to extend DIY Dunterlie across the wider Barrhead area.</p> <p>Finally, reflecting on her 15 years' service with BHA, the Chief Executive indicated that she leaves the Association in a strong financial position and with an improved reputation across area and wider sector.</p> <p>She expressed her thanks to the Governing Board for their sustained and continued support, and to the senior and wider staff team. Staff have shown great commitment and resilience, and she/BHA wouldn't be where it is today without this support. She wished all well for the future</p> <p>This report was ended with J Strang seeking a vote of thanks from members to the Chief Executive for her hard work and commitment shown towards the Association during her 15 years' service.</p>
<p>5.</p>	<p>Auditor's Report & Presentation of Financial Statements for year ending 31st March, 2020</p> <p>H Sutherland took members through the Statement of Comprehensive Income and the Statement of Financial Position, highlighting a number of the main points to note. In relation to overall performance, the Association continues to perform well and invest in our properties. BHA has a positive cash inflow which is important for future investment. The Association continues to meet all its bank covenants, and is looking for further efficiencies to improve financial performance even further</p> <p>J Chittleburgh, from the Association's External Auditor took members through a summary of the highlights from the financial statements. He advised members that the Audit had been undertaken virtually this year, but they had still been able to carry out a robust audit process. He confirmed that their audit had gone well and that the auditor had found no weaknesses in the controls from the work carried out. On this basis he was satisfied that the results reported reflected a 'true and fair view' of the financial performance of the Association.</p> <p>In response to a question, H Sutherland confirmed that the Association's bad debt write off during 2019/20 totalled just under £34,000, very similar to the previous year.</p>
<p>6.</p>	<p>Approval to appoint External Auditor, Chiene + Tait under Rules 72 and 74</p> <p>It was proposed that Chiene + Tait would be appointed for a further year – this was approved by members being proposed by T Reilly and</p>

	seconded by D Yates.
7.	<p>Election of Governing Board under Rules 39 and 40</p> <p>The Chief Executive gave members an update on the requirement to elect Board members. There are 12 places on the Board, with 10 filled. 1/3rd of Board members need to stand down this year – D McCready, R McGuire, M Mukhtar - all have expressed an interest in being re-nominated. As each has over 9 years' service, this required Governing Board approval, which has been received. D Greig also stands for election, having filled a casual vacancy. No new nominations have been received. In relation to the 2 vacancies on the Board, 2 local residents have been approached to consider filling these casual vacancies. Once the new Rules are approved, a further 3 position are available on the Board should any specialism be needed.</p> <p>As there was no need for any elections, the 4 members (D McCready, R McGuire, M Mukhtar and D Greig) were duly re-elected to the Board.</p>
8.	<p>Donations made during the year ending 31st March 2017</p> <p>The Chief Executive indicated than no donations had been made during the year. It was noted however that a Community hardship fund had been established over the year, and has paid out more than £4,000 to date.</p> <p>Occasional small gifts as gestures of appreciation such as chocolates are received during the year, and are much appreciated. These are all appropriately recorded in the Gifts and Hospitality Register</p>
9.	<p>Members Questions</p> <p>The following questions were answered:</p> <p><u>Criteria for hardship fund?</u></p> <p>The criteria is relaxed and flexible. People are directed to other funds if more appropriate. The fund does not allowed for payment of rent arrears, but is otherwise flexible.</p> <p><u>CEO retirement date?</u></p> <p>The official date 30 October 2020, but S Robison has indicated she will be flexible - depending on notice required for successful candidate and to allow for a proper handover. There will be an update to the Board on Thursday 27 August 2020.</p> <p><u>New housing at Neilston and impact on Common Housing Register?</u></p>

	<p>It was noted that the CHR was disbanded a couple of years ago. Both BHA and ERC now maintain own waiting lists. Approximately 600 people on the BHA list following a detailed re-registration during the year. Still significant demand, despite new housing.</p> <p>There were no further questions.</p>
10.	<p>Close of Business The meeting was closed with a vote of thanks for the staff and Board members of Barrhead HA.</p>