

**Partick Housing Association Ltd  
Minute of Annual General Meeting  
Wednesday 14 September 2016 at 6pm  
Partick Burgh Hall, 9 Burgh Hall Street, Glasgow G11 5LW**

1.	<p><b>Welcome and Apologies</b> The Chair introduced himself and gave a warm welcome to everyone attending the AGM of Partick Housing Association Ltd, (PHA). A special welcome was offered to Jeremy Kemp of French Duncan Auditors.</p>	
	<p><b>Apologies</b> Apologies were recorded from 36 shareholder members and the meeting was confirmed as quorate.</p> <p>Attendees were advised that PHA staff would be available at the end of the AGM to address any questions they may have.</p>	
2.	<p><b>Minute of the AGM held on 17 September 2015</b> The minute of the AGM held on 17 September 2015 was approved as an accurate record by shareholder member, Eddie Jones and seconded by shareholder member, Margaret Burke.</p> <p>The minute of the AGM of 17 September 2015 was <b>approved.</b></p>	
3.	<p><b>Matters Arising</b> There were no matters arising from the minutes of 17 September 2015 and the Chairman invited the Secretary to address the meeting.</p>	
4.	<p><b>Secretary's Report</b> The Chair introduced the Secretary, Stewart MacKenzie, who is also PHA's CEO. The Secretary reported that during the course of the year, the Association approved 16 new share memberships.</p> <p>6 share members were removed from the shareholder membership register having either passed away, stopped their membership or moved away.</p> <p>20 share members were taken off the shareholder membership register in accordance with Rule 11.1.3 having failed to attend five annual general meetings in a row and not submitting their apologies.</p> <p>As of Friday 9 September 2016 PHA's share membership total was 172.</p>	

Signed: Heather Miller  
Chairman

Date: 15 September 2017

**Board membership**

1 Board member resigned from the Board during the course of the year. (Hazel Brown). Thanks were recorded for Hazel's valuable contribution to the Board during her time in office.

4 Board members have retired from the Board in accordance with Rules 39.1 and are seeking re-election.

These are - Margaret Burke, Eddie Jones, Annette Bonar and Leslie Milne

This year there are 8 vacancies on the Board. No new member nominations have been received.

There being no other nominations, the following are elected unopposed:

Retiring members seeking re-election:

Margaret Burke, Eddie Jones, Annette Bonar and Leslie Milne

New candidates nominated for election:

None.

The full PHA Board will consist of: 11 members – Annette Bonar, Margaret Burke, Alastair Firth, Alan Howie, Eddie Jones, Iain Mackenzie, Leslie Milne, Janet Napthine, Iain Nicolson, Helen Turner and Jennifer Young.

**Donations**

Charitable donations made during the year were as follows:

Charitable Donations (PHA):

1. £300 to Glasgow City Mission (approved by PHA Board)

Charitable Donations (Corporate Social Responsibility):

1. £176 cash and 24 bags / boxes of food/4 bags of Christmas decorations and 2 bags of Christmas gifts to Glasgow North West Foodbank (raised through PHA staff and Board collections)
2. £100 to Ruda Tanzania Children's education project (raised through staff weight loss challenge)
- 3.

Signed:.....  
Chairman

*Leslie Milne*

Date:.....

*13 September 2017*

	<p>4. £503.60 to Cash for Kids (raised through staff dress down day donations)</p> <p>The Secretary invited the Chairman to address the meeting.</p>	
<p>5.</p>	<p><b>Chairman's Report – Leslie Milne, Chair</b></p> <p>The Chair thanked his fellow Board members and all staff for their continuing support. The Chair then went over some of the highlights over the past year.</p> <p><b>Broomhill Gate Development</b> The Chair acknowledged the support of Glasgow City Council and the Scottish Government, along with the contribution from MAST Architects, Cruden Building &amp; Renewals and others involved in delivering this project. The new development consists of:</p> <ul style="list-style-type: none"> <li>• 14 x 3 bedroom houses;</li> <li>• 18 x 2 bedroom flats; and</li> <li>• 14 person supported accommodation facility.</li> </ul> <p>The development is due to be officially opened by the Leader of Glasgow City Council on 15 September 2016 and will be fully occupied within the next month. A short film on the development will be shown later in the meeting.</p> <p><b>Repair Programmes</b> The Chair reported the association had been working on a programme of renewal and repair of our older properties and voids as well as improving the thermal efficiency of our properties to meet the new Scottish Energy Efficiency Standard for Social Housing (ESSH).</p> <p><b>New Development Sites</b> In order to meet diverse future needs of housing the association has acquired a new site at Laurel Street and work is continuing on the former site of St. Peter's School.</p> <p><b>Community Growing Projects</b> The Chair expressed his gratitude to all the allotment volunteers who had participated in the successful growing projects, the latest being the Sandy Road scheme.</p> <p><b>Scrutiny Panel</b> The Chair thanked all members involved in the Scrutiny Panel who have been involved in a number of different topics over</p>	

Signed: Leslie Milne  
Chairman

Date: 13 September 2017

	<p>the past year. He highlighted a useful report received from the panel on back court management and based on this feedback we are currently working to implement their recommendations for service improvements.</p> <p><b>Summer Community Festival &amp; Winterfest Programme</b> The Chair thanked all involved in help make the summer community festival a huge success. The bad weather experienced in December 2015 affected the planned Winterfest programme so hopefully this year it will be more successful.</p> <p>To conclude, the Chair reported that PHA continues to be one of the best performing registered social landlords in Scotland, especially in void property management, completing repairs on time and providing tenants and owners with advice and assistance on a wide range of areas.</p> <p>The Chair handed over to Eamonn Hughes, Finance Director. The Finance Director was invited to address the meeting.</p>	
6.	<p><b>Finance Report</b> The Finance Director reported that the financial year to 31 March 2016 had shown PHA to be financially healthy and robust.</p> <p><b>New Rules</b> As a result of new accounting rules PHA has also had to adopt new rules to deal with property depreciation, treatment of grants and pensions scheme deficit. The main changes were:</p> <ul style="list-style-type: none"> <li>• An historic grant which was previously deducted from the value of the housing stock has been written off;</li> <li>• A reduction in the book value of our properties to reflect the fact they are let to sitting tenants who have set rights; and</li> <li>• £4.5 million has been added to the pension deficit liability.</li> </ul> <p>The net effect is that the reported value of the association has risen substantially to over £37 million, an increase of approximately £20 million. The full market value of our properties is over £200 million and PHA is in a very strong financial position, attractive to future lenders and able to continue our planned development programmes.</p>	

Signed:.....  
Chairman

*Heather Mcke*

Date:.....

*13 September 2017*

**Key Financial Highlights 2015-16**

Due to the fact that 2014-15 included the impact of residual sales of shared equity flats, our income has decreased slightly. Surplus is up and as before in previous years this will be reinvested in our homes.

Spending on repairs has been steady and interest costs have risen slightly in line with increased borrowing.

At the end of the financial year the association had £3.5 million in the bank, £2.5 million of which was required to complete the Broomhill Gate development site.

**Cash Flow 2015-16**

After overheads, PHA generated just under £2.6 million from normal activities. The association borrowed £5.6 million from a facility taken out in 2011 to fund home improvements and new developments and we also received £3 million in housing grants from Glasgow City Council and the Scottish Government. In total, PHA had £11 million to invest this year.

Just over £8 million was spent on our Broomhill Gate development and the upgrading of existing properties. £750,000 was spent on interest on borrowings and £2.5 million was set aside to complete Broomhill Gate.

**Investment in Homes 2015-16**

During the year a total of £8.1 million was invested, broken down as follows;

- £5.7 million in buying flats and new developments; and
- £2.4 million in upgrading existing stock on new kitchens, bathrooms, windows and central heating.

To help reduce tenants' fuel bills, a higher proportion of expenditure has been focused on replacing windows and heating systems.

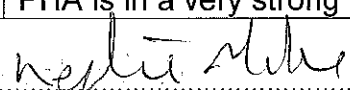
**Investment from 2010-2015**

Since joining PHA in 2010, the Finance Director wanted to highlight just how much investment has been made. Over that last 5 years PHA has spent £37 million with the majority spent on improving existing stock.

**Next 5 Years**

PHA is in a very strong financial position and using this

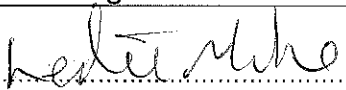
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Chairman



Date: .....

13 September 2017

	<p>strength the plan is to invest an additional £29 million up to 2021. As well as developing St. Peter's School site more than half of the investment will be allocated to our current stock.</p> <p>The Finance Director asked if there were any questions.</p> <p>There were no questions from the floor.</p>	
<p>7.</p>	<p><b>Appointment of Auditor</b>  The Finance Director thanked French Duncan for carrying out the audit of the accounts noting that we have had a clean bill of health for three years.</p> <p>The Finance Director recommended that French Duncan be appointed as auditors for the next year. This was <b>approved</b> by the members.</p> <p>The Finance Director invited the Chief Executive, Stewart MacKenzie, to address the meeting.</p>	
<p>8.</p>	<p><b>PHA Achievements 2015/16 and Future Plans</b>  The Chief Executive Officer (CEO) took the meeting through past achievements and future plans for next year.</p> <p>He reported that one of the key projects that took place during the year was the customer satisfaction survey with approximately 700 tenants and 600 factored owners interviewed. The results were valuable by confirming what we do well while allowing us to gain a clear understanding of the needs and expectations of our customers allowing our services to continue to be shaped accordingly.</p> <p>Overall the response was very positive to our survey with 9/10 of participants very satisfied with our service. The CEO handed over to Michelle Muirhead, Maintenance Assistant, who updated attendees on the outcome of feedback received from the survey focusing on repairs and investment.</p> <p><b>Repairs and Property Investment</b>  Overall, 95% of tenants were satisfied with the quality of their homes with 89% of tenants were satisfied with the repairs service they received. More information was requested on the investment plans with 21.3% seeing window replacement as a top priority.</p> <p>To continually improve services it was reported that we are working with our contractor to achieve over 95% or repairs</p>	

Signed:   
Chairman

Date: 13 September 2017

completed right first time and 100% of repair appointment kept. The window replacement programme has been brought forward into the current financial year and an independent stock condition survey will be carried out and finding will be shared along with consultation with tenants on priorities.

Michelle Muirhead handed over to her colleague, Lynsey Chrystal, Housing Officer for her update on neighbourhood management.

**Neighbourhood Management**

Our survey showed that 97% of tenants were satisfied with Partick as a place to live with a further 95% satisfied with neighbourhood management. There were some general concerns on special uplifts, fly tipping and dog fouling and the attendees were informed that queries around these issues are referred to Glasgow City Council. To help keep neighbourhood tidy PHA will continue to work with Partick & Thornwood Action Group which helps encourage locals to get actively involved.

In light of the survey findings a number of actions have now been taken. PHA is working closely with our contractor to identify any service improvements. In addition to a rolling programme of environmental audits, a new Estate Management policy has been introduced. In consultation with our Customer Scrutiny Panel and after a customer consultation event in January 2016, we are currently in the process of analysing the feedback before deciding how we should procure services, maintain quality, manage costs and value for money and communicate with all our customers.

Lynsey Chrystal handed over to the CEO who informed the meeting of PHA's future plans.

**Future Plans**

He confirmed that PHA will continue to connect with customers, community and partners via our updated internet, newsletter and online services. By organising new private finance, rent setting and ensuring value for money in all we do we will build on our existing financial and organisational strengths.


In terms of PHA's properties, investment in maintain existing homes will be a priority for the association with a stock condition survey to be carried out along with tenant

Signed: Michelle Muirhead  
Chairman

Date: 13 September 2017

	<p>consultation on issues of importance. To help meet future housing needs the organisation is committed to building new homes at future development sites at St. Peter's School and Laurel Street.</p> <p>A short film on the new Broomhill Gate development was shown to attendees.</p> <p>The CEO handed over to Sam Brown, Property Services Manager, to announce the winners of the raffle.</p>	
9.	<p><b>Raffle winners</b> 1st Prize No. 331 2nd Prize No. 352 3rd Prize No. 344 4th Prize No. 348 5th Prize No. 355 6th Prize No. 347</p>	
10.	<p>There being no further business, the Chairman thanked everyone who had contributed to the Annual General meeting and brought the meeting to a close.</p>	

Signed:.....  
Chairman



Date:.....

13 September 2017