

**Minute of the 45th Annual General Meeting of Queens Cross Housing Association
Held on Monday 13 September 2021 at 6.00pm
The Courtyard, 2 Westercommon Drive, Glasgow**

ATTENDANCE

Robert Alston, Marie Anderson, Mairi Clark, Marilyn Clewes, Cathie Corbett, Frank Dawson, Helen Getty, Margaret Glass, Sadie Gordon, Teresa McCaffery, Helen McLellan, Jean McPetrie, May McVey, William Murray, Anne Ramsey, Patrick Ryan, Cecilia Scally, Linda Smith, Cecilia Smith, Colin Thomson, Joanne Wong, Elaine Woodhouse, Bronwyn Wyper, Margaret Young.

PROXY

Elizabeth Aitchison, Helen Crawford, Danny Crawford, Derek Iggo, Hugh McCann, William Ramsey

APOLOGIES

Josephine Bahanda, Georgina Blyth, William Brown, Linda Burton, Maurice Cairns, John Cryan, Margaret Dalzell, Brian Gallagher, Eric Gibb, Thomas Hedivan, Nancy Henning, Matthew Kromtit, Jane Maguire, Janette McCrossan, Dennis McGowan, Agnes McLaren, Pat McLean, Graeme McNair, Kenneth McRae, Elizabeth Murphy, Josephine O'Sullivan, Mary Primrose, David Rusk, James Russell, Murserrat Saeed, Mohammed Saeed Arain, Elizabeth Stockton, Mary Thomson, Peter Wilson, Lesley Wilson

1. Opening and Introductions

Fiona Smith, Executive Office Manager confirmed the meeting was quorate and handed over to Marilyn Clewes, Chair of the Association, who introduced the top table being Shona Stephen Chief Executive, Neil Manley Director of Finance and Corporate Support, and Company Secretary, and Scott Gillon from Wylie and Bisset, our external auditors.

2. Minute of the 44th Annual General Meeting (AGM) held on Monday 9 September 2020

Neil Manley, Director of Finance and Corporate Support and Secretary of the Association presented the previous minutes for approval.

Proposer: Anne Ramsey
Seconder: Helen McLellan

Matters Arising

There were no matters arising.

3. Minute of the Special General Meeting (SGM) held on Monday 28 June 2021

Neil Manley, Director of Finance and Corporate Support and Secretary of the Association presented the previous minutes for approval.

Proposer: Sadie Gordon
Seconder: Anne Ramsey

Matters Arising

There were no matters arising.

4. Welcome and Chair's Report

Marilyn Clewes, Chair of the Board, welcomed all members to the Association's 45th Annual General Meeting.

Marilyn told the members that she was coming to the end of her 5-year appointment as Chair and was proud to have been part of a management board that had overseen many positive changes since 2007 when she first joined the board. Marilyn was particularly proud of the Queens Cross communities and staff who had worked so hard (over the past 18 months of Covid restrictions) to get us through this very difficult time supporting people who have needed a bit of help. This talked about this time of unexpected and monumental change and how Association staff have had to deliver different and more accessible services to more people over the past 18 months. Marilyn spoke about one of the highlights of her time on the board, being part of the team to recruit a new Chief Executive back in 2011. That new Chief Executive had vision and recognised the potential for more people than ever to benefit from being a tenant of Queens Cross. Marilyn listed a few of these changes - Community Chest Grant scheme, a dedicated team to sustain tenancies, redesigned wellbeing services; and largescale development projects like the Cedar multi-story flats refurbishment, Hamiltonhill, and Burnbank Gardens, and finally the transformation of Woodside under the new Making Places project. More recently, there's been the food delivery services that helped so many people during lockdown and the new Pantry shop and cafe at Westercommon. Marilyn was proud that the Board she is handing over to Andrew is much stronger and more confident, with the governance of the Association now in an excellent place. During her term as Chair Queens Cross Workspace has joined the Queens Cross Group and both organisations will work together to create more employment, training and business opportunities for local people. Despite all the changes that have taken place, Marilyn was proud to note that the Association still has the same values as when she started, she was confident that the communities it serves will continue to grow and strengthen. Her final message of the night was that the Housing Association belongs to the people in the community and while staff can create more opportunities to involve local people in the Association's work, things can only really change if it's the voices of local people and in particular tenants that are heard. She encouraged people to step forward like she did in 2007 and make change happen for the better. She is stepping down as Chair knowing that the Board is in extremely good shape and will be in very good hands with Andrew as Chair and a good mix of experienced and new Board members who are fully committed to the area, and to the people of Queens Cross. She thanked all of the Board members, past and present, for their support and the Association's executive team and staff for their hard work and responsiveness in difficult times. She gave a special thanks to Executive Office staff – Adele and Fiona – for their help and patience and for making her time as Chair so interesting and enjoyable. Marilyn ended her report saying what a privilege it has been for her to have been part of the Queens Cross story.

4. Chief Executive's Report

Shona Stephen, Chief Executive, thanked all members for their attendance. Her presentation highlighted that the Association continued to deliver core services in 2020/21 and also maintained good performance, despite severe covid restrictions. As well as setting up staff to work from home and support tenants, the board also met online and key services from caretakers, wellbeing and handypersons service were delivered in person. The Association successfully obtained extra funding from Scottish Government, GCC and the Lottery to set up a number of new projects during the pandemic. Consultation with tenants continued to find out what was important to them and to ensure that resources were properly allocated where they were needed. Despite the challenges of covid we kept in touch with tenants and a satisfaction survey was completed, we held online Café Conversations and made progress with the Making Places project at Woodside. Shona noted that although the Association has maintained good performance, we know that there are many challenges ahead, including the continued impact of covid on already poor and disadvantaged communities. Brexit will impact negatively on construction costs, and we face general economic uncertainty and are already seeing increasing and unpredictable costs of construction, and we know that the increased cost of materials/labour will impact on delivery of our investment programme. This will all make it difficult to balance increasing costs and keep rent increases affordable. Shona then talked about priorities in the years ahead. Our investment programme will restart, and we have plans to improve the energy efficiency of over 2500 homes in the next 5 years.

We will focus on visiting people in their own homes and increasing the use of social media to increase options for communication at times to suit our tenants. There are plans for the introduction of an online choice based letting system which will improve transparency of the letting process and increase tenant choice. It's a busy time at the Association with smoke alarm installation now underway, the new build at Hamiltonhill on site, community facilities re-opening and community activities restarting, providing opportunities for people to meet and address the loneliness a lot of people experienced during covid. A consultation for the 2022/23 rent increase will commence later in 2022 and Shona encouraged everyone to take up the opportunity to give feedback.

5. Presentation of Annual Accounts

5.1 Neil Manley, Director of Finance and Corporate Support explained that the presentation of the Group Accounts to the Housing Association membership was a statutory duty and introduced Scott Gillon, Audit Engagement Partner at Wylie and Bisset, our external auditors. Scott confirmed that it was his team who carried out our audit this year and that the purpose of the audit was to identify any fraudulent or illegal transactions, review internal controls, check that transactions have been properly recorded and that previous recommendations had been implemented. Scott confirmed that the full audit had been once again carried out remotely due to the covid situation. It was confirmed that the audit was undertaken in the same robust manner as any other year and that no less assurance has been provided. Finally, Scott confirmed that the audit carried out on the financial statements of the Association for the year to March 2021 verified that the statements provided to the Housing Association Board gave a true and fair view of the Group's affairs and surplus for the year. He confirmed that the Association's finances were in good order, and he was satisfied with the controls in place and that all of the information that was requested for auditing had been received.

5.2 There were no questions or concerns raised by members and the presentation of the audited accounts for the year ending 31st March 2021 was completed.

5.3 A summary of the Association's financial statement and financial position for 2020/21 had been issued in advance of the meeting and members were advised that to support our commitment to sustainability, the full accounts were now available on the website and printed versions were available on request. Neil Manley, Director of Finance and Corporate Support summarised the Association's finances including the risks and challenges of financial planning.

5.4 Neil confirmed that Wylie & Bisset were appointed as our external auditors in 2017 for a three -year period, with an option to extend for a further two years. Under the current circumstances, and with the good level of support provided during the pandemic, Wylie & Bisset have been reappointed to undertake the 2020/21 audit. Neil thanked Scott and his team for their hard work and efforts over the past year. A retender exercise will be undertaken around this time in 2022.

6. Appointment of Governing Body Members

6.1 Fiona Smith, Executive Office Manager, began by explaining how careful succession planning is key to good governance and is required to ensure the continued success of the QC Group. The Housing Association Board is required to have a plan in place to ensure progressive refreshing and sustainability of our Boards and Community Involvement Groups. The identification and development of new members is important, and we want our governing bodies to have a good mix of people of different ages, experience, and background as this will encourage better decision making. Fiona advised that the Board is actively seeking to recruit from groups where we know we are under-represented and members were encouraged to get in touch if they, or anyone they know, wants to get involved in decision making. Fiona confirmed that the elections have been conducted in accordance with the Association's rules.

6.2 Housing Association Board of Management

6.2.1 In line with the Rules, one third of our community members have to stand down every year. This year the 2 members required to stand down are Marilyn Clewes and Bronwyn Wyper. Marilyn is retiring from the board and Bronwyn is standing for re-election. Matt Millar who has been co-opted for the last year is seeking formal appointment to the Board. As the number of nominations is less

than the number of vacancies there is no need for a contested election, and the following 2 members were elected.

Bronwyn Wyper

Matt Millar

Our Independent board members have specific or specialist skills that complement the knowledge and skills of our community board members. Our Independent Board Members are

- Andrew Burns
- Ian Elrick
- David Horner
- John McIntyre

Robert Takenzire who was co-opted is not re-standing due to work commitments. The Board has recently appointed Ian Elrick for a 3rd term.

6.3 Queens Cross Group - QC Workspace, QC Factoring and QC Community Foundation

6.3.1 Fiona explained that as well as the Housing Association the QC Group has 3 other Boards of Management and each of these Board makes their own appointments and these are then approved annually by the Housing Association Board, as the Parent of the group. It was noted that 2 new members had been appointed this year. Jim Shankland to the Workspace and Factoring Boards and Jeanne Dayton to the Community Foundation Board. A warm welcome was extended to both members, and everyone wished them well in their new appointments. Members took time to remember Bridget McGeechan, who had a long connection with the Housing Association and was Chair of the Community Foundation Board when she passed away suddenly in February 2021. Bridget was a tenant who lived for many years in Hamiltonhill and more recently Dundasvale. She was a champion of local people and causes and would have been particularly proud of the new Community Foundation Business Plan being launched later this year.

6.4 Community Involvement Groups (CIGs)

It was noted that places are available on these groups, one in each of our 4 neighbourhoods, for up to 8 members, 6 for tenants and 2 for QC factored owners or other people who live locally and are interested in what's happening in the local area and who will represent and engage local people to allow them to influence decisions that are made about their community.

6.4.1 Dundasvale

Hugh McCann and Cecilia Scally were seeking re-election. As the number of nominations was less than the number of vacancies there was no need for a contested election and as there were no objections, the appointments of Hugh and Cecilia were confirmed.

6.4.2 Hamiltonhill and Westercommon

Margaret Young was a new member standing for election. As the number of nominations was less than the number of vacancies there was no need for a contested election and as there were no objections, the appointment of Margaret was confirmed.

6.4.3 Queens Cross

Colin Thomson and Helen McLellan were seeking re-election and there was one new member Frank Dawson seeking election. As the number of nominations was less than the number of vacancies there was no need for a contested election and as there were no objections the appointments of Colin, Helen and Frank were confirmed.

6.4.4 Woodside

Joanne Wong and Cathie Corbett were seeking re-election and Cecilia Smith and Lesley Fairley were new members seeking election. As the number of nominations was less than the number of vacancies there was no need for a contested election and as there were no objections the appointments of Joanne, Cathie, Cecilia and Lesley were confirmed.

6.5 Fiona Smith confirmed that the elections had now been concluded and how much the Association values the contribution of all of those who volunteer as members of our Boards of Management and

Community Involvement Groups. A special mention was given to Anne Ramsey a tenant and a member of the Housing Association Board. After 2 years of hard work Anne has achieved an SVQ qualification in Housing Association governance and this will be put to good use when Anne takes up her appointment as Vice Chair. Anne was presented with her certificate and flowers. Members were then invited to stand and members recognised their commitment as volunteers on our Boards and CIGs with a round of applause.

7. Presentation to retiring members

Andrew Burns, who will take up appointment as Chair of the Housing Association after tonight's AGM, took time to talk about the significant contribution Marilyn Clewes had made throughout her 15 years of service as a board member and in particular for leading the board through challenging times in her role as Chair of the Board for the last 5 years. Andrew presented Marilyn with flowers and a gift in recognition of her exceptional service.

8. Thanks, and Close

Sadie Gordon, Vice Chair, spoke fondly about the time spent with Marilyn serving on the board over the last 15 years. She then drew the raffle and presented the winners with their vouchers. She thanked members for their attendance and invited anyone interested in getting involved with our Board or Community Involvement Groups, to speak to Kirstie McLean the Association's Customer Engagement Officer who was seated at the back of the hall. Sadie declared the AGM closed at 7.20pm.