

THE RIVERSIDE GROUP LIMITED

IRVINE HOUSING ASSOCIATION

Twenty Fifth Annual General Meeting (AGM) of the Irvine Housing Association held at 5.30 p.m. on Wednesday 22 August 2018 at the Gales Hotel, Marine Drive, Irvine

Minutes

Present:

Mr D. McEachran, Chair

Mr C. Bell

Mrs S. Brown

Mrs M. Burgess

Mrs F. Flannigan

Mrs J. Galbraith

Mr R. Hill

Mr H. MacLeod

Mrs M. Marks

Mrs J. Mason

Mr P. McGregor

Mrs C. McGuinness

Mrs M. McPhail

Miss J. Meek

Ms J. Murray

Mr A. Paton

Brig R.A.S. Rickets

Mr D. Thornton

In Attendance:

Mr P. Hillard

Mrs M. Hutchinson

Mrs D. Boyle

Managing Director and Secretary

Head of Finance and Planning

Governance & Company Secretarial
Assistant

1. **Preliminaries**

a) **Quorum**

The Meeting noted that a quorum of 13 was present.

b) **Appointment of Chair**

It was noted that the Chair of the Association, Mr D. McEachran, would preside as Chair of the Meeting in accordance with Rule 26(a).

- c) The Chair welcomed all Shareholders present to the Twenty Fifth Annual General Meeting (AGM) of Irvine Housing Association and reminded attendees that only items specified on the Agenda would be discussed as part of the formal business of the AGM, and that if any member wished to raise other points they should do so at the close of the meeting.

2. **Apologies for Absence**

Mr R. Campbell, Mr T. Farrell, Mrs C. Legget, Mr A.F. West, Mr C. Pattinson, Mrs J. Hamilton, Mrs C. Farrell, Mrs M. Fontana, Mr J. Dunlop, Mrs F. Dunlop, Mrs A. Duffy, Mrs C. Taylor, Mrs M. Gaw, Mr G. Darroch, Mrs F. Garven, Mrs S. Milliken, Mr F. McCulloch, Mrs J. McCulloch, Mrs K. Gatherer, Mr A. Brown, Mr A. McPhail.

3. **Previous Minutes**

The minutes of the Twenty Fourth Annual General Meeting, held on Tuesday 15 August 2017, were approved on the motion of Brig R.A.S. Rickets which was seconded by Mrs M. Marks.

4. **Matters Arising**

There were no matters arising.

5. **Chair's Report**

Mr D. McEachran reported on another busy year for the Association.

The Association had developed a new rent setting policy during the year which was fairer for all tenants and easy to understand. This new policy was implemented from 1 April 2018.

The implementation of the new Target Operating Model continued during the year with the intention of driving improved customer services by offering increased choice of ways to access the Association's services, whilst increasing efficiency at the same time.

Mr McEachran highlighted that the Money Advice and Affordable Warm staff continued to assist customers to maximise their income and had saved them over £1m during the year.

He advised that he was pleased to report that the Association had met all its performance targets during the year. This achievement had been down to all of the Association's staff and offered his gratitude to them for all their efforts and to the Board for all its support.

Mr McEachran referred to the Association's Annual Review which was available on request or on the website, which gave further detail on the year gone past.

6. **Election of Board Members**

Mr D. McEachran explained that, in accordance with Rule 39(a), a third of the Board was required to retire at the AGM. Mr R. Hill, Miss J. Meek and Mrs J. Murray were therefore standing down in accordance with Rule 41. Mrs F. Garven had been appointed as co-optee during the year and would also stand down in accordance with Rule 38(a).

Mr McEachran confirmed that Mr R. Hill and Mrs J. Murray had offered themselves for election and re-election respectively and had delivered the appropriate election and re-election forms to the Association.

The Meeting was advised by the Chair that Rule 40(a) stated that, where Board Members offering themselves for re-election, together with any other Members of the Association duly nominated for election, did not exceed the number of Board Members to be elected, then said Members should be declared to have been duly elected or re-elected.

Mr McEachran, under Rule 40(a), therefore declared Mr Hill and Mrs Murray to have been duly elected and re-elected to serve on the Board of the Association.

7. **Annual Accounts and Auditor's Report**

Mrs M. Hutchinson advised that each Shareholding member had been given access to a copy of the accounts, and that there were spare copies available for any member who had not brought their copy with them.

Mrs M. Hutchinson then gave a short presentation on the annual accounts and provided a summary of the Association's Statement of Comprehensive Income and the Statement of Financial Position.

Mrs Hutchinson stated that following a successful year, the overall reserves that the Association now had, put it in a strong position to be able to deliver the level of growth it aspired to achieve in future years and protect it from risk.

There being no further questions from Shareholders, the Annual Accounts and Auditor's Report was thereafter adopted on the motion of Mr C. Bell which was seconded by Mr R. Hill.

8. **Appointment of Auditors**

Mr D. McEachran advised that in accordance with Rule 73(a), an auditor appointed to audit the accounts and statement of financial position of the Association for the preceding year of account shall be re-appointed as auditor of the Association for the current year of audit, subject to satisfying the relevant criteria.

Mr McEachran confirmed that KPMG satisfied the required criteria and proposed a resolution that KPMG be re-appointed as auditors of the Association. Miss J. Meek seconded the resolution and Mr McEachran confirmed that the resolution was carried.

9. **25 Years of IHA**

Mrs J. Mason stated that she appreciated being asked to speak at the 25th Annual General Meeting and was pleased to see a couple of familiar faces in the audience who had been involved with the Association for over 25 years, as she had been. However, she particularly wanted to mention another two key people who had been involved in the creation of the Association, who sadly were no longer with us, Mr Joe Smith and Mr Hugh McPhail.

Mrs Mason advised that Mr Smith and herself had commenced discussions about the possibility of setting up a housing association 3 years prior to the Association coming into being, as they believed that the Irvine Development Corporation (IDC) tenants deserved to have a choice of landlord following the wind-up of IDC. The process of setting up the Association was not an easy one, however, they were successful in creating the organisation and developing it to a point where it was ready to bid for the IDC housing stock. She was pleased to report that following the IDC tenant ballot, Officials were thrilled that some of those IDC tenants had voted to transfer to the Association.

A lot had changed over those 25 years – the Association's services going digital, the rent structure, the staff, however, the housing stock was still being maintained to a high standard, the tenants still had a voice and the ethos which had been there from the start, had not been lost. She was very proud of being involved in the creation of the Association and what it had achieved in those 25 years. It was

pleasing to note that two of the Association's original tenants were also in the audience that evening.

Mrs Mason expressed her best wishes to the Association's staff, Board and Managing Director for the future. The Association had achieved a good surplus and she hoped that the Association would continue to build much-needed housing in the future. She also expressed her thanks to those tenants and staff who had been loyal to the Association for all these years and had supported the Association on its journey to date.

10. **Managing Director's Report**

Mr P. Hillard stated that the year gone by had been about creating efficiencies in order to be able to continue with the entrepreneurial spirit the Association had had from the beginning. In order to do more for the Association's tenants and communities, the Association had had to re-invent itself during the year. He now planned to talk through the Association's short, medium and long term plans in the current operating environment.

Mr Hillard stated that the Association was now into year two of its current Corporate Plan. He highlighted the Association's 3 priorities as follows:

- To continue to implement the new Operating Model. He advised that this was still work in progress which was constantly being refined and tweaked in order to improve the customer experience and performance.

Mr Hillard highlighted that a particular issue which was currently impacting on performance was the roll-out of Universal Credit. The number of tenants affected by this had now moved from approximately 50 to 250, as the change from receiving Housing Benefit to receiving UC direct was being rolled out – with this process taking 3 months to process. Staff were supporting customers as best they could through this transition.

- Investing in the Association's housing stock. He stated that the Association would be investing £1.8m in the existing housing stock for the next 10 years. This was the largest prolonged commitment in the Association's history which would require significant management of those projects.
- To build more homes. Indeed, the Association was currently on site with an 87 unit development at the first phase of the Tarryholme site and was currently developing plans for the second phase of the site.

Mr Hillard then referred to the medium to long term plans. He stated that it was difficult to take account of the outside world when scanning the operating environment and developing plans, due to the current political hiatus and the economic uncertainty. What was important was that the Association needed to create financial capacity in order to protect the business from risk, keep rents affordable for customers and not be reliant on inflationary rent increases, to build new homes and also manage the current assets.

Mr Hillard advised that the Association was able to let all its properties currently, however, given the changing demographics, would this still be the case in 10 years time? Would the Association still have the right homes in the right places? It was likely that the Association would require capacity to address any future demand issues.

Mr Hillard stated that in order to build capacity, efficiencies had be created. This was done by reducing operating costs - by doing more for less. It was also achieved through growing the business. There were currently 2 routes to this growth for the Association:

- By building more homes – this created long-term capacity, however, was costly in the short term to the Association.
- Through mergers and acquisitions – the Association and the Riverside Group would be looking for merger opportunities in order to grow the business, with a view to creating the operational capacity that was required in the future to do more for its customers.

Mr Hillard advised that change, at times, could be difficult, however, in order to be a successful business, the Association required to keep evolving and change was essential in order to do that.

There being no further business, the Chair declared the Meeting closed.

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P. Hillard
Secretary
23 August 2018
PH / db