

**THE RIVERSIDE GROUP LIMITED**

**IRVINE HOUSING ASSOCIATION**

Twenty Sixth Annual General Meeting (AGM) of the Irvine Housing Association held at 5.30 p.m. on Wednesday 21 August 2019 at the Gales Hotel, Marine Drive, Irvine

**Minutes**

**Present:**

Mr D. McEachran, Chair

Mr C. Bell

Mrs M. Crearie

Mr G. Darroch

Mr C. Donohue

Mrs M. Fontana

Mrs J. Galbraith

Mrs K. Gatherer

Mr R. Hill

Mr P. Hillard (Riverside Nominee)

Mr H. MacLeod

Mrs M. Marks

Mrs J. Mason

Mr F. McCulloch

Mrs J. McCulloch

Mrs M. McPhail

Ms J. Murray

Mr A. Paton

Brig R.A.S. Rickets

Mr A.F. West

**In Attendance:**

Mr P. Hillard

Mrs M. Hutchinson

Mrs H. Anderson

Mrs D. Boyle

Managing Director and Secretary

Head of Finance and Planning

Head of Service Delivery

Governance & Company Secretarial  
Assistant

1. **Preliminaries**

a) **Quorum**

The Meeting noted that a quorum of 10 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 Sixth 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. Members would be able to raise any points with Officers available at the close of the meeting.

2. Apologies for Absence

Mr R. Campbell, Mr T. Farrell, Mrs C. Legget, Mrs C. Farrell, Mr J. Dunlop, Mrs F. Dunlop, Mrs A. Duffy, Mrs C. Taylor, Mrs S. Milliken, Ms J. Browne, Mr G.R. Johnston, Mr D. Riley, Mr C. Callaghan, Mrs K. Callaghan, Mrs F. Flannigan, Mrs M. Burgess, Mr D. Thornton, Mr D.A. Scott, Mrs A. Frew and Mr R. Frew.

3. Previous Minutes

The minutes of the Twenty Fifth Annual General Meeting, held on Wednesday 22 August 2018, were approved on the motion of Mr C. Bell which was seconded by Mr R. Hill.

4. Matters Arising

There were no matters arising.

5. Chair's Report

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

The Association's new Tenancy Sustainment Team, which had been in place in its current form from 2018, provided a very important function, particularly in the current economy. They had assisted over 400 customers with support requests that had resulted in circa. £401k cash gains which contributed to a reduction in arrears. In order to help tenants to stay in their homes, staff were working closely with support services, however, staff were seeing an increase in customer dependency on these types of services.

Referring to the repairs and maintenance customer satisfaction, Mr McEachran was pleased to report improvements on the previous year with 83% of tenants being satisfied with the standard of their home, 98% of repairs being completed right first time and 97% of repairs appointments kept.

Mr McEachran then highlighted the focus on reviewing customer complaints and compliments with a view to improving services moving forward.

The Association had continued to invest in its properties during the year, spending £1.8m on capital works which included £480k on roof replacements, £79k on kitchen replacements, £206k on medical adaptations and £314k on boiler replacements. This level of expenditure had been built into the business plan for the next 10 years.

Mr McEachran also commented on the Association's commitment to building new homes in order to meet housing need. The Association's Tarryholme development which was nearing completion, would provide 86 new homes to customers in Irvine. The Association was also due to take over ownership of a further 18 new build properties in the Kilmarnock area. The Association planned to continue to develop and build new homes in areas where there was housing need.

Mr McEachran stated that the Association's surplus for the year had been £2.9m, which was an improvement on the previous year. He advised that Mrs M. Hutchinson would highlight the key features of the Association's financial position in her presentation on the annual accounts later in the meeting.

Mr McEachran closed by highlighting to shareholders the breakdown of how every £1 of rental income was utilised by the Association. In particular, he pointed out that almost half of every £1 was now being spent on maintaining the Association's properties, following the efficiencies which had been achieved through the delivery of the new operating model.

## 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. Mrs M. Burgess, Mr G. Darroch and Mrs M. Crearie were therefore standing down. Mrs M. Burgess and Mr G. Darroch were eligible to stand for re-election without nomination in accordance with Rule 39(b) and had offered themselves for re-election.

Mrs M. Crearie and Mr C. Donohue had offered themselves for election to the Board and had been duly nominated in accordance

with Rule 40(b). Mr McEachran confirmed that all appropriate election and re-election forms had been delivered 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 re-elected or elected.

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

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

Mrs M. Hutchinson confirmed that each Shareholding member attending the meeting had been given a copy of the annual accounts to refer to.

Mrs Hutchinson advised that the Association's annual accounts had been audited by KPMG. She referred to their report at pages 7 and 8 and stated that there had been a clean audit with no issues to report.

Mrs Hutchinson then went on to give a short presentation on the annual accounts, updating Shareholders on the key features 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 of £12.6m put the Association in a strong position to be able to afford to deliver its new build housing plans and also to continue to invest in its current housing stock now and in future years.

The Annual Accounts and Auditor's Report was thereafter adopted on the motion of Mr R. Hill which was seconded by Mrs M. Fontana.

## 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. Mrs M. McPhail seconded the resolution and Mr McEachran thereafter confirmed that the resolution was carried.

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P. Hillard  
Secretary  
22 August 2019  
PH / db