

**MINUTES OF THE ANNUAL GENERAL MEETING**

**16 September 2024 at 2pm**

**Wheatley House, 25 Cochrane Street, Glasgow**

Members present: Iain Macaulay (Chair), Jackie Brock, Lesley Bloomer (via Teams), Andrew Little, Alex McKay, Graham McInnes,

Antony Ritchie (Tenant), Pauline Gilmore (Tenant)

Proxy in favour: Eric Gibson, Gregor Dunlay, Hussain Kayani, Guy Kervilet

In attendance: Laura Henderson (Managing Director), Mellisa Campbell, Head of Housing, Stephen Wright (Director of Governance), Pauline Donald (Governance Business Partner and Sarah Stocks (Finance Manager).

Parent representative: Laura Pluck, Group Director of Communities

1. **Apologies for absence**

No apologies were received.

The Chair declared that a quorum was present and that the meeting had been duly convened.

1. **Minute of Annual General Meeting held on Monday 19 September 2023.**

**Decided: The members approved the minutes of the AGM held on 19 September 2023.**

1. **Chair’s Report 2023/24 (verbal)**

The Chair provided an overview of the year and noted that 2023/24 had been an important mid-way point in the five-year strategy, ‘Your Home, Your Community, Your Future’.

The Chair provided a summary of activity and achievements undertaken in the past year to support our customers, advising that further details are as set out in our annual report:

**Letting our Homes**

* One of the biggest challenges across the sector has been the increase in demand for local authorities to tackle homelessness. We have provided 99 homes for homeless people over the year.

**Supporting our customers**

* Working with the Wheatley Foundation we have supported 371 of our households a total of 928 times over the year to help ease financial pressures, creating 14 jobs and training opportunities, helping 376 people with benefit claims, providing free furniture to 48 households and much more.
* Our welfare benefits advisors supported 367 of our customers this year, which resulted in £610k of financial gain. Our fuel advisors helped 118 of our customers this year.

**Engaging with our customers**

* A total of 1,740 of our customers, more than 60% of our customer base, were registered for an online account in 2023/24.
* Around 100 of our customers are part of our Customer Voices programme, taking part in panels and focus groups to help shape key services.

**Our repairs service**

* This was also a year our updated, innovative operating model made a real difference, including through our specialist repairs teams and our Customer First Centre which continued to provide round-the-clock, expert support to customers.
* Our recent independent tenant satisfaction survey which saw us achieve an overall satisfaction score of 93% above the Scottish average of 86% meeting our strategic target of 90% satisfaction.

**Investing in our Homes**

* We have continued to invest in our homes having delivered £1.9m of planned improvements to homes and communities over the year which included: £289k on new heating systems, heat and smoke detectors for 57; £222k on new kitchens in 20 homes, £257k on common area improvements; £209k on new windows and doors in 11 homes.

**Building new homes**

* We continue to expand our stock - we built 24 new homes for social rent last year at Maddiston, Falkirk. Work is underway on 48 new homes for social rent at East Lane, Paisley, and 44 for social rent at South Crosshill Road, Bishopbriggs.

1. **Annual accounts, balance report and auditor’s report for 2024/25**

The members received the annual accounts, balance report and auditor’s report for 2024/25.

1. **Appointment of Auditor’s 2024/25**

The members resolved to re-appoint KPMG as auditors of Loretto Housing Association Limited for the year 2024/25.

**Signed: ……………………………………… (Chair)**

**Date:**  **…………………….**