

Minute of the 41st Annual General Meeting of Langstane Housing Association Limited held on Monday 16 September 2019 at 6.00pm, 680 King Street, Aberdeen AB24 1SL

Present: J Knowles, Chairperson
J Fraser, Vice Chair
J Greener, Treasurer
K Hutchens
C Lynch
I Jamieson
K McIntosh
J Marshall
M Martin
P Barratt
F McIntosh

In Attendance: H Gauld, Company Secretary
M Ballance, Director of Asset Management
L Macfarlan, Director of Finance and Corporate Services
J Sutherland, Director of Housing and Social Justice
C Abernethy, Finance Officer
S Hough, Tenant Participation Officer
A Reid, Support Services Manager
M Toward, Housing Services Manager
D Whittle, Housing Services Officer
S Henderson, Finance Manager
K Rennie,
S Cunliffe, Tenant
K Payne, Tenant
H Gauld, Tenant
A Bruce, PA to the Chief Executive (Minutes)

Apologies: L Cargill
J Drummond
R Stewart
S Stephenson
A Stevenson

1. Present

J Knowles, Chairperson welcomed those present to the Association's forty-first Annual General Meeting.

2. Apologies

The apologies noted above were intimated to the meeting.

3. Draft Minute of the 40th Annual General Meeting held on 18 September 2018

The draft Minute of the above meeting was, on the motion of J Fraser, seconded by K Hutchens, approved as an accurate record.

4. Chairperson's Report (2018 – 2019)

The Chairperson, J Knowles spoke to the report, a full version of which is attached as Appendix 1 to this Minute.

5. Treasurers Report and Adoption of the Audited Accounts for the Year to 31 March 2019

The Treasurer, J Greener spoke to the report, a full version of which is attached as Appendix 2 to this Minute.

J Greener informed the meeting that in addition to the Consolidated Report and Financial Statements for the year ended 31 March 2019, available at the meeting, a full set of the Annual Report and Financial Statements are available to members on request.

6. Appointment of External Auditor

At the invitation of the Chairperson, J Sutherland, Director of Housing and Social Justice reported that following a robust tender process members were being asked to approve the Board of Management's resolution to appoint RSM UK LLP as the Association's external auditors. Following a show of hands, members approved the appointment.

7. Election of Members to the Board of Management

The Chair, J Knowles handed the meeting over to H Gauld Company Secretary, who informed the meeting that in line with the Association's Rules, J Knowles, J Fraser, I Jamieson and S Stephenson who had served the longest since their last election were all due to retire under the one third rule. S Stephenson had intimated she did not wish to be re-elected. All members were duly re-elected.

Also in line with Association Rules, J Drummond, who had filled a casual vacancy, K McIntosh, M Martin and J Marshall who had been co-opted during the year could stand for election without being nominated. A nomination had been received to appoint A Stevenson to the Board of Management. As there were sufficient vacancies on the Board of Management, the above members were duly elected without a show of hands.

J Knowles informed the meeting that following a recent successful recruitment exercise the Board of Management would be strengthened by new members who would provide additional expertise on HR and finance.

8. Presentation: Shaping the Future Together – The New Tenant Participation Strategy

A Reid, Support Services Manager provided the meeting with a power point presentation on the Tenant Participation Strategy which had been approved by the Board of Management on 19 August 2019. The presentation provided detail on the evolution of tenant involvement since 2012, why and how the strategy was developed, its aims and objectives and how it would be monitored.

In response to a request for examples of successful tenant involvement, members were informed that a recent review of one of the Association's standard letters on anti social behaviour had changed the format of the letter to ensure it was individually tailored to the tenant and on the policy and procedures. A further example was tenant's review of the Tenant Satisfaction Survey questionnaire. The changes suggested had had an impact across the sector. There would be any number of other examples and these were regularly reported to the Board of Management.

Thanking A Reid for her presentation and members for attending, the Chair closed the meeting.

Langstane Housing Association Limited

Chairperson's Report by James Knowles

16 September 2019

Thank you ladies and gentlemen.

This has been my second year as Chair and if I thought the first was eventful and challenging, it is lucky I hadn't a crystal ball to see what 2018 – 2019 had in store. I think it is no understatement to say this last financial year has challenged Langstane like never before. It is disappointing that at AGMs you tend to reflect on what has happened quite some time ago when all you want to concentrate on is what improvements we've put in place or ideas on how things can be changed for the better moving forward.

Our Treasurer, Jenny Greener, will discuss the financial challenges faced. However, this year has seen greater scrutiny of Langstane than previously experienced as we operate in a heavily regulated industry.

Unfortunately we moved to high regulatory engagement with the Scottish Housing Regulator in December before updated Engagement Plans were issued on 1 April 2019. We are working closely and openly with the Scottish Housing Regulator to ensure we continue to have a robust business model that meets all our needs. At the beginning of the year we undertook a number of reviews to ensure we had an absolutely clear picture of what needed to improve from an internal perspective. One of the main outcomes of this is a very challenging efficiencies agenda whilst improving our tenant services, keeping rents affordable and meeting the ever more challenging compliance requirements.

We have strengthened our Board membership and are delighted with the range of expertise and enthusiasm our new members bring with them. We're looking forward to the opportunities 2019 – 2020 brings to improve things even further. By the end of October, the Board will be asked to make our very first 'Statement of Assurance' to the Regulator. This will be published on our website and hard copies made available. In principle, making a short statement sounds very simple but we must demonstrate to all those involved with Langstane, how we reached our decision and that is not a five minute task.

But through all of this we have to do the day job and ensure our tenants receive the services they need.

We've made some positive inroads into reducing the time taken to re-let our homes, we've carried out estate walkabouts with our tenants, and in just a few days time, our staff will be forgoing their usual staff away day to help improve communal areas in a number of our schemes by working on some small projects, planting spring bulbs, and so on.

During the year we surveyed our tenants who told us in no uncertain terms that we have to do better in some areas, especially in providing value for money – a strong focus for the Association over the coming years.

Our summer newsletter focussed on encouraging tenants to get involved and help us deliver and improve the services that are important to tenants. For example many of our younger tenants want us to make better use of technology. In return, we are extremely grateful for the tenants who are currently helping us to design some new digital services in such a way that makes it easy to use and gives tenants the information they want and need.

All this is at a time when, in housing as in many other industries, the ‘unknowns’ far outweigh the ‘knowns’. I won’t mention Brexit, interest rates, inflation, etc. However, with focus great opportunities lie ahead for us to make a significant and positive difference, every single day. I would like to thank the staff of Langstane for translating the Board’s vision into reality.

Lastly, I would like to thank all members on the Board of Management. Without my fellow colleagues and the support they provide, many challenges faced would soon become overwhelming and not properly mitigated against; and the many opportunities to make a positive difference would be missed as there simply wouldn’t be enough time in a day.

Onwards and upwards towards the end of 2019-2020! A time to be positive and see our plans for this year come to fruition.

Thank you

Langstane Housing Association Limited

Treasurer's Report by Jenny Greener 16 September 2019

Like Jim this is my second year as Treasurer and yes, it has been quite a year. Laid out for members are the Financial Statements to 31 March 2019.

During the year the Association went to the funding market for a revolving credit facility and a private placement.

In October 2018 a restated and amended revolving credit facility of £25m was secured. This was partly required to repay the existing £12.5m facility due to end in December and partly for development funding.

Board members will recall the delay experienced in accessing this facility left the Association exposed in terms of cash flow and it was decided to suspend the development programme whilst we analysed costs and looked at ways in which the Association could become more efficient.

This has led us to revise our 30-year projections and introduce a challenging efficiencies agenda but with the undertaking this does not impact negatively on the services delivered to our tenants and other customers.

During the year, Langstane Housing Association made a surplus of £1.3million. However after a change in accounting practice for pension liabilities, the total comprehensive income recorded reduced to £310,966.

£3.6m was spent on day to day, planned and cyclical maintenance of our homes and £1.6m was spent on upgrades. These included:

- 85 kitchens and 52 bathrooms
- 68 full heating systems
- 139 boiler replacements
- 38 fuel switches (changing electrical systems to either gas or air source heat pumps)
- 486 electrical safety inspections (of tenants' homes)
- 3 door entry systems were upgraded
- Sash and case windows completely overhauled at two schemes
- Under floor insulation installed at 10 homes
- Decoration at 9 schemes
- Servicing and maintenance activities such as asbestos testing and removal, legionella management and fire safety equipment servicing, lift servicing and maintenance, electrical safety, gutter clearing, play park inspections and fire risk assessments.

This is a 44.5% increase on the funding spent on maintaining our homes in 2017-2018.

Primarily as a result of the increased spend during the year, the Association's operating costs increased by 7.8%.

Finally, I would refer you to the reports by the Association's auditors, Alexander Sloan, on pages 7 to 9 of the financial statements, which indicate the financial statements give a true and fair view of the Association's affairs and the financial statements comply with all statutory requirements.

However, following a competitive tendering exercise completed earlier this year, a resolution will be put to this annual general meeting to appoint RSM UK as auditors for the financial year 2019-2020.

Jenny Greener
Treasurer