

**AGENDA**  
**34<sup>th</sup> ANNUAL GENERAL MEETING (AGM) 2025**  
**Wednesday 17 September 2025 7pm**

1. Sederunt / Quorate
2. Apologies
3. Minutes of Previous Meeting of 2024
4. Chairperson's Report
5. Annual Accounts and Auditor's Report
6. Appointment of Auditors
7. Repairs & Housing Targets for the Year – Presented by the Operations Manager
8. Garden Competition Winners
9. Raffle prizes: £10, £30 & £50
10. Close of AGM

**Provanhall Housing Association Limited**  
**Minute of Annual General Meeting**  
**Held on Wednesday 18 September 2024 at 7.00pm**  
**In The Connie Centre**



**In Attendance:**

Deborah Anderson, Vice Chairperson  
Alan Hume, Director

**Staff**

Mark Quigley Technical Services Manager  
Graeme McKee, Housing Services Manager  
Andrew Dickson, Finance Officer  
Pamela Davren, Finance Assistant  
Rachel Fitzsimons, Property Services Assistant  
Heather Elder, Corporate Services Assistant  
Tracy Campbell, Housing Services Officer  
Abby Campbell, Temporary Receptionist

**External**

Jennifer Spence, Director, Azets

**1 Sederunt**

1.1 A total of 49 people were in attendance comprised of 37 Members and 12 Non-members as follows:

**Members**

John Leeche	James Nwokedi	William McClelland
Erin Maclean	Gabriel Agbola	Yemisi Agbola
Wendy Reid	Aimee Leigh Turnbull	Steven Coutts
Alan Coutts	Duncan Scott	James Baillie
Angela Hendry	Calum O'Donnell	Jean Cotter
Margaret Kenna	Gilbert Hunter	Catherine Reid
Elizabeth McEwan	Deborah Anderson	Suzan Kitembo
George Reid	Pauline Jeffrey	Elizabeth Shields
Eleanor McLaughlin	Rhoda Gibson	Johanna Mathieson
June Finlayson	Rosemary Main	William Blunn
Claire McKay	Christine Morris	Jean Logan
Jane Docherty	Hannah Coutts	Clarice Spaine
Tracy Coutts		

**Non-members**

Jacqueline McGinley	Steven McCombe	Kellyann Simpson
Margaret Gibson	Maureen McQuade	Susan Durnan
Helen Campbell	Harry Stirling	Margaret McKenzie
Jacqueline McGregor	Belinda Kiernan	Phebean Foster-Jones

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**1.2 Quorum**

Alan Hume (Director) welcomed all along to the meeting and confirmed quorum had been achieved for the meeting to proceed.

**2 Apologies**

2.1 Apologies were submitted by:

Linda Cameron  
Daniel Hughes

Ayodeji Olorunsogo  
Thomas Kidd

Moira Bayne  
Mary Kidd

**3 Minute of Previous Meeting Held on 13 September 2023**

3.1 The minute of the previous Annual General Meeting held on Wednesday 13 September 2023 was proposed by Elizabeth McEwan and seconded by Christine Morris.

3.2 No matters arising.

**4 Chairpersons' Report**

4.1 The Chair advised that 2023 saw Provanhall lead on a high level of spend to maintain our homes as the 30 year anniversary approaches for the majority of the estate.

4.2 The Chair confirmed that PHA had changes within the organisation with a strengthening in Governance and Management Committee with 5 new members joining over the year. We thanked James McGuire, Clarice Spaine & Margaret Stewart for their service.

4.3 The Chair confirmed that in April the Regulator changed their engagement plan with PAH due to concerns about large cash spend over the next five years. The Senior Management Team had already identified this in the previous November and taken steps to strengthen the financial procedures with FMD Accountants now advising on our 30 year plan. The Chair was pleased to confirm that our engagement plan will be revised in October having satisfied the Regulator.

4.4 We continue to have cost challenges along with requirement to hold cash reserves to meet the planned 5.5 Million pound spend over the next four years.

4.5 The Chair confirmed PHA worked with Glasgow Council on the improvement area in Balcurvie Road bringing four homes into Social Housing for refurbishment from the private sector. Developed our Finance function to provide more robust forecasting and management along with migration to a new Housing and Financial Management computer system in the year ahead. The Association developed and launched a Corporate Governance

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Framework. We increased our Section 5 number of homeless households provided with a tenancy and sustained 100% last year.

- 4.6 The Chair confirmed the Association signed up to be a Disability Confident Scheme Employer and continued our Cyber Essentials Accreditation.
- 4.7 The Chair advised that PHA continue to support Connect Community Trust (CCT) who manage the local community facility and deliver wider role projects including youth clubs, job clubs, elderly lunch clubs, I.T. classes and bingo.
- 4.8 PHA continues to work with, and develop, EHRA, the partnership of seven local Community Based Housing Associations and undertake joint lobbying and training with them.
- 4.9 The Chair thanked the Management Committee for their hard work and service along with the full staff team at PHA who have delivered excellent performance results with our rent being the second lowest in Easterhouse. The Chair strongly encourage anyone who would like to join the Management Committee to ask for details at the end of the meeting.

## **5 Annual Accounts and Auditor's Report**

- 5.1 An update was provided by Jennifer Spence, Director of Audit and Assurance from Azets who are the Associations auditor.
- 5.2 Turnover increased by £138K due to rent increases combined with £30k of wider role funding received for the first time in 2024 to fund fuel vouchers.
- 5.3 Overall surplus of £242K. Cash is healthy at £2.8 Million. Net Assets of £9.1 Million.
- 5.4 The accounts were confirmed by to be a true representation of the financial position of the Association. The update confirmed full compliance with no indication of fraud, or irregularities and that all legal requirements had been adhered to and the business is a going concern.

## **6 Appointment of Auditors**

- 6.1 The appointment of Azets as the external auditor for the year was proposed by Christine Morris and seconded by Elizabeth McEwan and as such approved as external Auditor. The Chair thanked Jennifer for her contribution and asked if there were comments or questions from the floor. There was none.

## **7 Election of Committee Members**

- 7.1 Tracy Coutts and Elizabeth McEwan stood down and stood for re-election. This was proposed by Deborah Anderson and Christine Morris.

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- 7.2 Calum O'Donnell & Gabriel Agbola stood down as Casual members.
- 7.3 Moira Bayne, Claire Mckay & Daniel Hughes stood down as Co-opted members. They were all nominated as full members. Proposed by Christine Morris and seconded by Elizabeth McEwan.

**8 Garden Competition Winners**

- 8.1 This year's garden competition was judged by new Housing Services Manager, Graeme McKee.
- 8.2 Congratulations and a big thanks to all residents who take the time and effort with their gardens. And also a thank you to our Estates Contractor Clyde Valley Landscapes who sponsor this competition.
- 8.3 After deliberating, Graeme decided the overall winner this year of the £100 cash prize was Mr & Mrs Kirkcaldy from Balfluig Street. They were unable to attend this evening and have already collected their prize.
- 8.4 Second place prize of £75 went to Miss Cameron of Drochil Street. Miss Cameron, was asked to step forward to collect her prize. Unfortunately she wasn't present. Staff will contact her and request she attend the office to collect.
- 8.5 Third place prize of £50 went to Ms Mathieson of Duffus Street. Ms Mathieson, came forward to collect her prize.

**9 Raffle Draw**

- 9.1 Raffle prize winners were:
- £50 won by Aimee Turnbull
  - £30 won by Jean Cotter
  - £10 won by Gilbert Hunter

**10 Repairs Targets for the year**

- 10.1 The repairs targets for the year were presented by Mark Quigley, Technical Services Manager.
- 10.2 Emergency repairs target is 4 hours and non-emergency repairs target 8 days. Pre and post inspections will be 15%. Gas servicing and certification remains at 100%.
- 10.3 Tenant Satisfaction. There was a slight drop in satisfaction last year. This year's target is 94%. This is monitored on a monthly and quarterly basis in order to find any opportunities to improve the service

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- 10.4 Medical adaptations funding from Glasgow City Council has been greatly reduced. PHA will be reviewing their accounts later in the year to see if it is possible to find funds we can use to assist tenants with medical adaptations.

**11 Housing Targets for the year**

- 11.1 The targets for the year ahead were outlined by Graeme McKee, Housing Services Manager.
- 11.2 Rent loss through voids was 0.3%. This year's target is 0.4%. There is an increase in this target as well as the re-let time to 30 days. The increase is these is due to the increase in the number of voids as well as a lot of them requiring major works prior to being re-let.
- 11.4 The team will continue work closely with current tenants to prevent abandonments and escalating arrears with a maximum exposure to rent arrears of no more than 2%.
- 11.5 Lets targets:
- 50% to Provanhall tenants and applicants
  - 35% to Homeless applicants
  - 15% to waiting list applicants

**12 Close of meeting**

- 12.1 The Vice Chairperson brought the meeting to a close at 7.35pm by thanking everyone for their attendance.

Signed: 

Date: 17 September 2025