

**Notice of  
ANNUAL GENERAL MEETING (AGM) 2023  
Wednesday 13 September 2023 7pm**



1. Sederunt
2. Apologies
3. Confirmation of Quorum
4. Minutes of Previous Meeting of 2022
5. Chairperson's Report
6. Annual Accounts and Auditor's Report
7. Appointment of Auditors
8. Election of Committee Members
9. Close of AGM

**Provanhall Housing Association Limited**  
**Minute of Annual General Meeting**  
**Held on Wednesday 14 September 2022 at 7.00pm**  
**In The Connie Centre**

**In Attendance:**

Liz McEwan, Chairperson  
Alan Hume, Director

**Staff**

Julie Smith, Housing Services Officer  
Louise Kirkland, Senior Finance Officer  
Mark Quigley Technical Services Manager  
Rachel Fitzsimons, Property Services Assistant  
Samantha Cosgrove, Receptionist  
Sean Douglas, Housing Services Manager  
Tracy Campbell, Housing Services Officer

**External**

Holly MacIver, Audit Manager, Azets  
Councillor Maureen Burke Glasgow Council (Ward 21 North East)

**1 Sederunt**

1.1 A total of 48 people were in attendance comprised of 31 Members and 17 Non-members as follows:

**Members**

Aimee Turnbull	James McGuire	Pauline Jeffery
Ashley Bedi	Jane Docherty	Rhoda Gibson
Barbara McCluskey	Jayne Malcolm	Rita Deyes
Catherine Reid	Jean Cotter	Rosemarie Docherty
Christine Morris	John Leech	Suzan Kitembo
Christine Spaine	Linda Cameron	Tracey Coutts
Deborah Anderson	Margaret Kenna	Wendy Reid
Eleanor McLaughlin	Margaret Stewart	William Blunn
Elizabeth Shields	Mark Ravenscroft	William McClelland
Isobel Harkness	Matthew McCluskey	
James Baillie	Patricia Walker	

## Non-members

Ashleigh Hynes  
Catherine Marshall  
Christine Currie  
Danielle Ravenscroft  
David Kirkcaldy  
Deborah Armstrong

Elizabeth Kirkcaldy  
Guandi Zhao  
Jacqueline McGregor  
Jolanta Lubkowska  
Leanne Gallacher

Margaret McKenzie  
Margaret McNicol  
Nariman Muhamed  
Susan Durnan  
William Marshall

## **2 Apologies**

2.1 No apologies noted

## **3 Quorum**

3.1 The Chair (Elizabeth McEwan) welcomed all along to the meeting and confirmed quorum had been achieved for the meeting to proceed.

## **4 Minute of Previous Meeting Held on 15 September 2021**

4.1 The minute of the previous Annual General Meeting held on Wednesday 15 September 2021 was proposed by Linda Cameron and seconded by Christine Morris

## **5 Chairpersons' Report**

5.1 The Chair gave thanks and best wishes to Patricia Gallagher who retired in February 2022 and welcomed Alan Hume to the post of Director from April 2022.

5.3 The Chair shared the concerns within the sector that difficult choices lay ahead given the financial pressures on the economy. Reference made to the proposed rent freeze and cap being proposed by the Scottish government will have implications for service delivery within the Association.

5.4 Our programme of new build homes completed within the financial year 2021/22 with no current plans over the next three years for new developments.

5.5 The Chair confirmed there will be a rent setting consultation regardless of the proposed freeze or cap to determine tenants' views. She urged tenants to seek support and advice in these difficult financial times.

5.6 The Chair concluded the report by thanking staff and tenants for their support and patience over these difficult years with the pandemic. Without these efforts; Provanhall would not be the great place it is.

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

- 6.1 An update was provided by Holly Maclver, Audit Manager from Azets who are the Associations auditor.
- 6.2 Rental income increased due to new homes adding to the stock figure. An increase in repairs costs was noted due to delayed work carried forward from periods of lock-down and increased labour and material costs across the board.
- 6.3 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.

## **7 Appointment of Auditors**

- 7.1 The appointment of Azets as the external auditor for the year was proposed by Linda Cameron and seconded by William Blunn and as such approved as external Auditor. The Chair thanked Holly for her contribution and asked if there were comments or questions from the floor.

## **8 Housing Targets**

- 8.1 The targets for the year ahead were outlined by Sean Douglas, Housing Services Manager.
- 8.2 The focus of these targets is reduce the re-let time with a revised target of 10 days which will positively impact on the void rent loss. The team will work closely with current tenants to prevent abandonments and escalating arrears with a maximum exposure to rent arrears of no more than 2%.
- 8.3 Sean reiterated the Chair's opening words with the prospect of hard months and years to come. He emphasised the need for tenants to come to the team as soon as there is a problem.

## **9 Repairs Targets for the year**

- 9.1 The repairs targets for the year were presented by Mark Quigley, Technical Services Manager.
- 9.2 With the knock-on effects of the pandemic, revision of targets to be more in keeping with performance prior to the pandemic. Targets missed over the last two years were due to availability of labour and materials and access to properties during lock down periods.

- 9.3 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 Director Update**

- 10.1 Alan Hume, Director thanked residents for coming along and the Management Committee for their commitment and efforts on behalf of the community. Alan invited those who are not members to consider taking up membership and for existing members to look at joining the Management Committee. The difficult path that lies ahead will need engagement from across the community to help steer and shape the services tenants want for the future.

## **11 Raffle Draw and Garden Competition winners**

- 11.1 The raffle was drawn by Councillor Maureen Burke with the prizes awarded as follows: £50 to William McClelland, £30 to Debbie Armstrong and £10 to Debbie Anderson
- 11.2 The garden competition winners were selected with assistance from Cllr Maureen Burke. Cllr Burke presented the winners with their prizes. The full list will be published in the autumn newsletter with James Baillie winning the top prize.

## **12 Good Neighbour Awards**

- 12.1 Due to the pandemic, four of the remaining Good Neighbour Awards are still to be distributed. The Director committed to ensuring these will be presented as soon as possible.

## **13.0 Close of meeting**

- 13.1 The Chair brought the meeting to a close by thanking everyone for their attendance and confirmed the next Annual General Meeting will be held on Wednesday 13 September 2023.

Signed: 

Date: 15 September 2022