

## **Expanded Agenda, Melville Annual General Meeting 2024**

***Donna Bogdanovic***

### **1. Opening Remarks**

It is my great pleasure to welcome you to Melville Housing Association's Annual General Meeting. Whether you have been able to attend in person or via zoom can I thank you for taking the time to attend.

#### **Housekeeping**

Before I introduce those, who will participate this evening, I would like to run through some pointers to help the meeting run smoothly.

- As this meeting is being held via a hybrid method (in person and video conferencing) then all participants attending electronically other than those speaking will remain muted.
- During the meeting, we do not have any business on the agenda which requires a formal vote.

If, however, we ask for your agreement, or if we require a proposer and seconder, please raise your hand either physically or electronically and hold it there for until advised that you can put them down. This is so that we can accurately record the responses.

#### **Introductions**

We will only have three people speaking this evening:

I am **Donna Bogdanovic**, Chair of Melville Housing.

We also have **John McMorrow**, our Chief Executive. John will be standing in for Claire Marshall, our secretary.

**Kirsten Dean** our Depute Chief Executive will present our audited accounts for approval.

## **2. Apologies**

We have received several apologies for this evening.

The full list will be detailed in the minute of this meeting.

## **3. Previous Minutes**

I now call upon John McMorrow to seek approval of the previous minutes.

### ***Approval of minutes of previous AGM - John McMorrow***

Thank you Chair.

Members should have copies of the minutes of our last AGM held on **Wednesday 13 September 2023**, in the papers circulated.

Can I ask for a proposer and seconder for agreement of these minutes as a true and accurate record by holding up your hand (either physically or electronically) (please hold it up to we note who is the proposer and seconder).

Thank you. I will now pass the meeting back to our Chairperson.

## **Donna Bogdanovic**

### **4. Chair's Report**

Key points this year:

#### **Governance**

- Board members showed great commitment during the year, attending scheduled Board Meeting, intensive strategy days and participating in a range of additional activities including recruitment panels and contract tenders.
- As well as attending training events, Board members have attended conferences to help develop their knowledge and skills.
- All board members have participated in an annual appraisal, reviewing their personal contributions, and overall, the Board performance has been excellent.

#### **Regulator**

- Housing Associations submit annual returns to the Scottish Housing Regulator – ARC, financial projections, etc. The Regulator reviews the information as part of their risk assessment of the sector.
- I am pleased to say that we submitted everything expected of us within the timescales required and we continue to be compliant with regulatory requirements.

#### **Investment in our properties**

We were able to spend the following investment set aside for properties:

- Spent £4.1m (£3.7m, 22/23) in repairing, adapting, and improving our properties:
  - Replacing 72 bathrooms (86 - 22/23)
  - Replacing 88 kitchens (43 - 22/23)
  - Replacing 27 roofs (27 - 22/23)
  - Replacing 126 heating systems (136 - 22/23)

- During the year we completed 16 properties in Bilston and are currently on site delivering 39 new homes in Mayfield.
- Invested £5.8m in developing new properties.
- We continue to receive positive feedback from tenants on our repairs and improvement programmes
- We invested £54,000 (67k-22/23) in medical adaptations supported by Government funding during the year, completing 61 adaptations, (52-22/23) helping people of all ages to continue to live independently and safely in their own homes. The average time to complete an adaptation was just under 21 days.
- 97% of our homes meet the Scottish Housing Quality Standard with only 3% exempt from the standard.

This work, alongside fitting new smoke and heat alarms and ensuring that our properties (97.52% end of March 24 - 89.4% end March 2023) had an up-to-date Electrical Installation Inspection Certificate undertaken in the last 5 years, has meant our Property Team has been very busy.

### **Performance**

- Emergency Repairs – made safe in an average of **2.09 hours** (Midlothian Council Average 12.60 hours)
- Non-emergency repairs completed on average in **7.11 days** (Midlothian Council 19.89 Days)
- Re-let of properties on average **18.79 days** (Midlothian Council 38.12 days), a good performance minimising rent loss and making sure families are housed quickly
- Consistently high levels of satisfaction: **88.12%** (Midlothian Council 81.47%)
- Percentage of gross rent arrears of **2.42%** compared to Midlothian Council of 10.48%)

## **Welfare Advice, Tenancy Support and Money Advice services**

- During the year, our welfare advice services helped tenants access almost £576,000 (£646,000 22/23) in unclaimed benefits. This will have long term benefits for the individuals and their families, helping them to sustain their homes.
- The aim of our support services is to help tenants become established in their new homes, reducing tenancy failures and helping build stable, sustainable communities.
- Only 4 new tenancies failed to last 12 months representing 3.8% of new tenancies. In 2008, the year before we commenced our support service, 25% of new tenancies failed within twelve months. These services make a real difference.
- Our tenancy sustainment has dropped slightly from 96.58% to 96.12%. This remains a high percentage of tenancies being sustained during 2023/24.

## **Communities**

Our responsibilities go beyond our core housing functions – we have a much wider role to play to play in our communities

Some of the projects we are involved in:

### **Tackling Poverty:**

- We accessed £38,500 to help tenants struggling with the cost-of-living crisis
- We continued to provide support and assistance to local organisations, including:
  - making a cash donation of £500 to the Midlothian Foodbank in December to help out over the busy festive period
  - donating £500 to the Dalkeith Storehouse Christmas appeal
  - making a donation of £500 to the Clydesdale Foodbank to help our tenants in Lanarkshire
  - donating £500 to the Mayfield Pantry, supporting this invaluable service which is run by MAEDT (Mayfield and

Easthouses Development Trust) as an alternative and more sustainable model to traditional foodbanks

- helping Food Fact Friends, who run foodbanks in Penicuik and Woodburn, with a £500 donation
- donating £500 to the newly established Central Dalkeith and Woodburn Community Pantry

## **Fundraising and supporting community organisations**

- continuing to promote and support the work of Mayfield youth charity Y2K including:
  - making a **£1,100** donation to help launch and fund their Thriving Transitions Service which supports young people to successfully live independently
- Helping out the Mayfield and Easthouses Development Trust with their Gala Day in the summer and then with their Christmas Lights appeal in December.
- Promoting the work of tenants, Board members, local charities and community groups through our social media channels and our Voice newsletter.
- Making our meeting rooms free to use for the Dalkeith History Society.

## **Delivering safer, more attractive, and more sustainable communities**

- Working with contractors to provide no-cost flooring. Since the project began, we have supported 100 households with more than 11,000 tiles saving some £20,000 for tenants.
- Working with contractors to take excess paint and distribute it to tenants, free of charge
- Working with Scottish Fire and Rescue to promote fire safety, with a particular emphasis on common stairs
- Continuing to promote the *Make a Stand* campaign to raise awareness of, and to take action to support victims of domestic abuse
- Encouraging recycling through our Voice newsletter and in the office to Melville staff

- Continuing to run our annual garden competition as a way of recognising tenants who look after their gardens and keep local neighbourhoods looking attractive

### **Digital events, skills, and employability**

- Continuing to promote and support the development of digital skills among staff, tenants and board members.
- Providing regular work experience placements for local high school pupils.

### **Health awareness**

- Continuing to provide, support and maintain a public access defibrillator as part of a local life-saving network
- Providing staff training on key health topics which in the past year included sessions on mental health awareness and menopause in the workplace.
- Promoting better physical and mental health through our Voice newsletter and online.

This is my second year as Chairperson and I want to express my thanks to my fellow Board members, both past and present, and to our staff for their constant support.

Thank you.

*I now invite Kirsten Dean Depute Chief Executive to present our annual accounts.*

## **5. Report and Financial Statements**

***Kirsten Dean***

**Donna Bogdanovic**

Thank you, Kirsten.

## **6. Appointment of Auditor**

We now move on to the appointment of our auditor for the next year.

We have undertaken a tender exercise for our auditor and two companies submitted a tender.

After reviewing both submissions we are recommending CT who were our previous auditor, and if approved they will be appointed once the standstill period comes to an end.

Therefore, we are recommending the appointment for CT.

Please can I have a proposer and a seconder for their appointment for the next year.

Is everyone in agreement with this.

Thank you.

## **7. Election of Board Members**

I will now ask John McMorrow to lead the next item on this evening's agenda, the election of Board Members.

**John McMorrow:**

Thank you Chair.

Our rules limit the maximum numbers on our Board at any time to 15 members.

We had 14 members. (10 Members, 1 Casual Vacancy, 3 Co-optees)

In accordance with rule 39.1, one third of the Board Members must stand down at each Annual General Meeting. In addition, co-opted members must stand down but are eligible for election to the Board.

The following members are therefore standing down



- Barbara Shearer 9 Year Rule
- Paul Cameron 9 Year Rule
- Caron Quinn 9 Year Rule
- John Dalley (Casual Vacancy)

### **Co-opted Members**

- Tom Mallatratt
- Rebecca McLean
- Gayle Templeton

All standing down are seeking election or re-election, except for Barbara.

A special thanks to Barbara for all her support over the years.

Since we issued our AGM papers, we have had another member standing down and not seeking re-election – Christine Moore.

Decide whether we make presentation to Barbara at this point or at the end of the meeting.

Also, we have arranged flowers for Christine too.

Yet again we wish to express our thanks to both Barbara and Christine for the work she has done over the years.

Note Barbara has spent 20 years on the Board many of which she served as an office Bearer.

We have no other additional nominations to join the Board.

As we have more vacancies on the Board than those standing for election, we are not required to hold an election by ballot and those mentioned earlier are therefore duly elected.

Board Membership for year 2024/25 is confirmed as follows:

<b>Name</b>	<b>First Elected</b>	<b>Date Re-elected</b>	<b>9-Year Rule</b>
Bond David	2016	2022 Sept	2025
Bogdanovic Donna	2017	2023 Sept	2026
Cameron Paul	2013	2024 Sept	Yes
Hanlan Cathy	2022	2022 Sept	2030
Marshall Clare	2017	2023 Sept	2026
Takhar Bill	2017	2023 Sept	2026
Quinn Caron	2014	2024 Sept	2023
Brian Wilkie	2023	N/A	2032
John Dalley	2024 (Dec 23)	N/A	2032
Tom Mallatratt	2024 (Dec 23)	N/A	2032
Rebecca McLean	2024 (Dec 23)	N/A	2032
Gayle Templeton	2024 (Dec 23)	N/A	2032

## **8. Prize Draw and Garden Competition winners**

We will now hold the prize draw and then announce the winners of our Garden Competition.

### **Prize Draw**

All Association members, except for serving Board Members, are eligible to participate in the prize draw.

I will now ask John McMorrow to draw the winning ticket.

### **Garden Competition**

This summer we have been running our annual Melville's Great Gardens competition.

Results and prize giving:

Small Space Winner Diane Gamrot (62 Westhouses Rd Mayfield)

Runner Up David Bowman sent apologies (Oak Crescent)

Overall, Winner Diane Wright (2 Woodburn Place)

## **9. Closure of meeting**

That is the end of the formal AGM business for tonight.

I would like to thank you all for your attendance this evening, and thanks to all the staff who were involved in arranging this evening's meeting and I now invite you to join us for tea and Coffee.