



THE GLASGOW HOUSING ASSOCIATION LIMITED

MINUTES OF THE ANNUAL GENERAL MEETING

FRIDAY 18 SEPTEMBER 2020 at 10.30am

VIA ZOOM VIDEO CONFERENCE

Members Present: Bernadette Hewitt (Chair), Andrew Clark, Jo Boaden, Paddy Gray, Councillor Frank McAveety, Jo Armstrong, Cathy McGrath, Michael McNamara, Councillor Kenny McLean, Robert Geddes and Martin Armstrong (Parent representative).

In attendance: Anthony Allison (Company Secretary), Olga Clayton (Group Director of Housing and Care), Steven Henderson (Group Director of Finance) and Jehan Weerasinghe (Managing Director).

1. Apologies for Absence

Apologies were received from Jean Albert Nietcho.

2. Minutes of AGM held on Friday 13th September 2019

Decided: The members approved the minute of 13th September 2019.

3. Chair's Report 2019/20 (Verbal)

The Chair reflected on another busy and successful year for GHA, including:

- Customer satisfaction with our overall performance remaining high at 88%;
- 391 new affordable homes built along with £47m of investment in existing homes;
- Our refreshed Stay Safe campaign saw more than 3,000 home fire safety visits carried out across Wheatley communities in 2019/20, with the total number of accidental fires in Wheatley homes falling by 10%;
- Working with the Wheatley Foundation and Wheatley 360 we created 457 opportunities for people from our homes to get into work or training, with 341 of our customers benefiting;
- Working with City Building (Glasgow) LLP, jointly owned since 2017 by our parent company, we launched our MyRepairs service in September 2019 with the first phase of improvements for customers; and
- Our staff responded quickly and effectively to the Coronavirus outbreak, ensuring vital support for our communities and protecting our customers and business from some of the worst impacts of the pandemic.

4. Annual Report and Accounts 2019/20 (incorporating Auditor's Report)

The members received the 2019/20 annual report and financial statements.

Decided: The members received the 2019/20 Annual Report and Accounts (incorporating Auditor's Report).

5. Appointment of Auditors 2020/21

The members resolved to appoint KPMG as the auditors for 2020/21.

6. Retirement and appointment of Board Members

Bernadette Hewitt was re-elected to the Board in accordance with the Rules of the Association.

7. AOCB and close

There being no further business the meeting closed at 10.45am