

Annual General Meeting Minutes 2024

Minutes of the **Annual General Meeting** convened at 1:00pm on 19th September 2024 held in person at 95 McDonald Road, Edinburgh and via Microsoft Teams

Members Present (In person) Ashley Campbell, Bryony Willet, Fraser Mitchell, Kathleen McAdams, Rob Rowe, James Rowney, Margaret Whoriskey, Gary Devlin (Chair) (also representing 14 members by proxy), Mary Clare, Sonia Harper, Tom Roehricht, Norman Watt MBE, Christine Hanny, Gordon Fergus, Ian Ferguson, Patricia MacCormick and Catherine Wyllie

Members Present (MS Teams) Adele Erwin, Alan Pearson, Alison Pearsn and Janice Sewell

In attendance Angela Currie (Chief Executive), Donna Henderson (Director of Strategic Finance), Maurissa Fergusson (Director of Asset Management), Wendy Russell (Director of Business Support & Transformation), Esther Wilson (Director of Customer Services) and Elaine McCaffery (Head of Governance & Transformation)

Apologies 19 Members of Hanover

1. Welcome & Introduction

The 45th Annual General Meeting started by the Chair asking if the attendees could communicate their willingness to propose or second any proposals during the meeting by either using the chat function, raising their hand, or speaking. The Chair also confirmed that the meeting was being recorded for sharing on the website and asked any members to confirm if they had an objection to this – there were no objections.

2. Apologies

WR confirmed that there were 19 apologies, 14 of whom have handed in their proxy vote.

3. Minutes of Previous Meetings

The Minutes of the 2023 Annual General Meeting were noted without correction and would be signed as a correct record by the Chair after the close of the meeting.

4. Chair's Annual Report

The Chair started off by reminding everyone that Hanover is here for a charitable function. We are a charitable body. Everything that we do is aimed at our charitable objects, which is around providing safe and secure housing and affordable housing for older people. That's our that's our purpose.

The Chair moved on by acknowledging that we are still emerging from Coronavirus and went on to say that it seems a long way away, but it had a huge effect on our tenants. It had a significant effect on our staff and on our services, on our ability to deliver, to meet our charitable objects, deliver a great service to our people and to our customers.

He recognised that our tenants have faced real financial challenges. There are a few factors that contribute to this such as standard living and cost increases such as cost of energy, energy bills and utilities bills rising. Hanover want to ensure that every tenant is living in a safe and warm home.

A significant event that happened over the course of the past year was Hanover withdrawing from factoring, Hanover engaged in a large consultation practice to ensure that Hanover withdrew in a safe way.

The Chair let the members know that sadly Julia Fitzpatrick and Donald Taylor have passed away and thanked them for their contribution to the Board.

Finally, The Chair communicated that despite a lot of our success, we still recognize the huge challenges that still remain ahead of us at once in maintain that pace of change and

transformation to target, prioritize that effort and the right way to make sure that things were doing really does continue to make a difference for tenants and all of that work is the work that's ongoing.

5. Adoption of the Annual Report & Financial Statements for the year ended 31 March 2023

DH explained the past year had been very successful with a turnover of £52.9 million which is an increase from the previous year of nearly 7 million.

Andy Shaw from AAB, the auditor stated that the financial statements provided gave a true and fair view of Hanover's affairs. The audit process ran smoothly and there were no issues which needed correcting. The auditor thanked DH and the Finance Team for their support during the audit.

Members approved the adoption of the Annual Report & Financial Statements for the year ended 31 March 2023.

6. Election of Board Members

Five board members were re-elected: Gary Devlin, Ashley Campbell, Adele Erwin, Alan Stewart, and Rob Rowe.

7. Chief Executive's Report

AC mentioned that one key reflection on the last year is that we as a social housing sector have been fairly well insulated against the economic chaos that times in the country and that we're really grateful.

AC reflected on the second year of our Corporate Strategy. One of the biggest challenges was procuring a new fuel contract for gas and electricity, the increase for that cost was 400%. Hanover were able to renegotiate a contract and will continue to try to get the best deal for all fuel costs.

Extra funding was given to help those who were experiencing some severe hardship. It highlighted the challenge that some of our tenants on a fixed income have when it comes to paying for things that are out of their control. It has been a challenge in this day and age to be an organisation that can keep costs down but also help out when things are out of our control. Hanover's Welfare Rights Service will continue to help regardless of what is going on in the economy.

After our tenant satisfaction survey, Hanover have reflected and will focus on what we can do better in our Happy Customer Strategy.

Hanover made the decision to move away from a Union recognition model as it only represented 8% of the workforce, we have introduced a new model where we have an employee group that will come together and consult directly rather than through a union.

AC finished by acknowledging our Board and the work that they do for Hanover.

8. Appointment of External Auditors

The financial statements were audited by Anderson Anderson Brown ("AAB"). The Board recommended that AAB's appointment should continue and asked authority from the Membership to re-appoint them for the forthcoming year.

Ashley Campbell was the proposer, and Margaret Whoriskey was the seconder for AAB's appointment to continue and this was passed.

9. Any Other Competent Business

No matters were raised.

Chairperson: Gary Devlin

Date: