

**Annual General Meeting - Minute**

Date: 18 September 2024

Time: 10.30am

Venue: Via Zoom

Members present: Jo Boaden (Chair), John Henderson, Michael Greaves Mackintosh, John McCraw, Hugh Martin,Gary Alan Legg, Karen Hunter, Martin Dorby, Joanne Wilson, Pauline Turnock (Group Director of Finance - Parent Representative).

Proxy: Diane Currie, Graeme Lundy, Jacqueline Copland, Joanne Wilson, John Graham, Ljudmilla Zemaititis, Marion Todd, Patricai Farrow, Steven Wilson, Victor Montgomery, William Zemaititis, Wallace Brown, Russel McKie, Anna Dynowska, Elaine Tyler, Wieslaw Dynowski, William Copland, Wlodzimierz Guzek.

In attendance: Alex Lamb (Managing Director), Stephen Wright (Director of Governance), Eilidh Mowat (Governance Business Partner).

1. **Apologies for absence**

Apologies were received from Ian McGarva, James Cowan, Leopold Blackley, Melvyn Wilson and Sybilie Trimble.

The Chair declared that a quorum was present and welcomed members to the meeting.

1. **Minute of Annual General Meeting held on 20 September 2023**

The members approved the minute of the AGM held on 20 September 2023.

1. **Chair’s Report 2021/22 (verbal)**

The Chair noted that 2023/24, the mid-way point of our five-year strategy, ‘Your Home, Your Community, Your Future’,

The Chair noted that The difficult economic climate and the cost-of-living crisis has had an impact on many customers’ lives.The wraparound services have provided a lifeline to many of customers. Providing support for customers’ mental health, confidence and resilience has remained one of our top priorities.

The Chair outlined the the highlights of the year:

1. Recent tenant satisfaction survey demonstrated that over 94% of our customers are satisfied with our services as a Landlord;
2. One of the biggest challenges across the sector has been the increase in demand for local authorities to tackle homelessness. 404 homes for homeless people over the year which represented almost half of relevant lets this year working together with our partners in Dumfries & Galloway Council to help tackle this serious issue.
3. Over 300 customers involved with the Customer Voices programme;
4. 35 new homes built over the year and invested £17.2m in planned improvements in existing homes;
5. ‘Book It, Track It, Rate It’ app launched in November 2023 to help improve customer satisfaction. As well as updating customers when their repair is booked and the tradesperson is on their way, it allows them to rate the service. The average rating on a scale of 1 to 5 is 4.6, which is equivalent to 92% satisfaction.

1. Supported over 1041 customers to claim more than £2.2m in benefits and tax credits that they were entitled to; and
2. Fuel advisors helped 373 customers to alleviate fuel poverty.

1. **Annual Report and Accounts 2023/24 (incorporating Auditor’s Report)**

The members received the Annual Report and Accounts for 2023/24.

1. **Appointment of Auditors 2024/2025**

The members resolved to appoint KPMG as auditors of Dumfries and Galloway Housing Partnership Limited for the year 2023/24.

**I certify that the above minute has been approved as a true and accurate reflection of the proceedings:**

**Signed …………………………………………. (Chair) Date…………………….**