

TRUST HOUSING ASSOCIATION LIMITED

Minute of Trust's 2025 Annual General Meeting held at at 11.00 am on Thursday 18 September 2025

PRESENT: Dr Norval Bryson (in the Chair)
and 18 Members of the Association, as recorded
in the Sederunt Book together with 8 proxies
(100 recorded Members of Association at time of holding AGM)

IN ATTENDANCE: 6 non-Members, as recorded

DR NORVAL BRYSON IN THE CHAIR

Agenda Item	Detail
1.	Chair's Remarks
1.1	Chair, Dr Norval Bryson, welcomed everyone to Trust's 2025 Annual General Meeting and thanked Members for their attendance. Norval advised that the session would be recorded for those unable to attend and the recording will be shared on the Trust website.
1.2	Norval advised that there will be time at the end of the meeting to take comments and questions from those attending virtually. He advised that a number of questions had been submitted in advance of the meeting, many of which were received by Members that were unable to attend.
1.3	Norval introduced the panel: • Rhona McLeod, Chief Executive • Zoe Purdie, Director of Finance & People • Jenny Wallace, Director of Customer Experience • Jackie McIntosh, Director of Assets & Sustainability • Neil Ferguson, Director of Business Development & Digital • Andy Shaw, our External Auditor from Anderson Anderson Brown • Annette Brown, Governance & Business Support Manager (Company Secretary)
2.	Welcome from Chief Executive
2.1	Rhona McLeod, Chief Executive, gave a very warm welcome to Members attending online. Rhona acknowledged that it had been another difficult year however, the priority for Trust remains the same and the aim is to do all that Trust can to support customers in the face of ongoing challenges.
2.2	In light of this Rhona highlighted the Hardship Fund where a sum of £70k was allocated throughout the course of the year to support customers from a wide geographical spread and different types of homes. In addition, the Welfare Benefits Team has been going from strength to strength and has seen a financial gain of £4m for customers.

Agenda Item	Detail
2.3	Rhona explained that there had been a strong focus on what is referred to as “community benefits” where major contractors that Trust work with commit to making financial contributions to the Hardship Fund. As a result of this Trust secured £127k in contributions and a further £1.5k in supermarket vouchers for Later Living developments.
2.4	Rhona advised that Trust has demonstrated resilience in providing high levels of services to customers evidenced by the performance results outlined below;
2.5	Key Performance Results • 2.1 hours on average to complete emergency repairs (down from 2.8 in the previous year). The Scottish average is 3.5 hours. • 5.5 days on average to complete non-emergency repairs. The Scottish average is 8.9 days. • 93.3% repairs completed right first time, an increase of 1.65% on the previous year • 2% rent arrears; an improvement on last year and better than the Scottish average which sits at 6.4%. • 13.3% of our Trust’s homes became vacant in the year. The majority of which tend to occur in Later Living developments. • 85 average days to let an empty home. This remains a challenge for Trust but in the last year processes for letting empty homes have been reviewed and a specialist team has been set up to focus on the most challenging of the homes to let.
2.6	It was noted that there were no customer satisfaction figures to share at the meeting however, a full customer satisfaction survey is underway with results due in November 2025.
2.7	Rhona provided an overview of Trust’s digital offering and how it had improved and developed over the last year. She referred to the Customer Relationship Management system that went live in January 2025, improving the experience for customers contacting Trust. MyTrust, the new customer portal which launched in March 2025, giving customers access to a number of services – such as reporting repairs, applying for housing and paying rent – digitally at a time that is convenient for them. The implementation of a new Care & Support system which has digitised the personal planning process and lastly CX Feedback which is a new customer feedback and engagement application, supporting the automation and digitisation of surveys and various communications. In addition, a recruitment and onboarding module for the new HR System (People XD) has been implemented with the final module – talent and performance management – on track to be implemented by Q1 2025/26.

Agenda Item	Detail
2.8	Internally several initiatives have been introduced for employees such as virtual 'coffee and chat' sessions, and a Menopause support group. The Mental Health Supporters and Employee Wellbeing groups continue to support colleagues and the Employee Forum has expanded and completed its second successful year in helping to shape people-related initiatives and acting as the voice of Trust employees. Once again the employee satisfaction survey results demonstrate that as an organisation Trust compares well with others.
2.9	Rhona referred to the culture and values of Trust and credited the employees who go the extra mile, for customers, for each other and for Trust.
2.10	Rhona closed by thanking the Board who provide skills and inspiration to ensure that even in challenging times Trust continue to deliver good services, and are continually developing Trust for a sustainable and successful long term future.
3.	Apologies
3.1	Norval noted apologies from 15 Members and 8 proxies, contributing to the overall quorum.
4.	Minutes of Annual General Meeting of 12 September 2024
4.1	All Members present were in agreement that the minutes from September 2024 were an accurate record of the meeting. The minutes of the 2024 AGM were proposed by Ali Ross and seconded by Steve McGowan.
4.2	Decision: The minutes were unanimously approved as a true and accurate record of the 2024 AGM.
5.	Chair's Report
5.1	Norval began by acknowledging that once again it has been a busy and challenging year. Despite the adverse economic climate, turnover increased and Trust was able to deliver a surplus of £1.4m and meet bank covenants. This was both an improvement on the £0.8m surplus generated in the previous year, and significantly better than the budget that had been set. As Trust is a not for profit charity, the annual surplus remains as investment for Trust properties, services and customers.
5.2	Norval acknowledged the continued service of the Board and Leadership Team, and all employees of Trust, who have taken the organisation from strength to strength and sustained a resilient business against a continuously challenging backdrop.
5.3	Norval outlined the investment in Trust's homes stating that there had been significant capital investment of £4.5m (which does not include the cost of repairs). This helped to deliver new windows and doors in 93 homes, 64 new kitchens, 58 new bathrooms and new fuse boxes in 90 homes. It also contributed to new smart meter heating controls in 345 homes and smart controls and thermostatic radiator valves within the communal areas of our Later Living developments.

Agenda Item	Detail
5.4	175 medical adaptations were completed, in addition to upgrades within the common areas of Later Living properties, such as new fire alarms and communal electrical and lighting upgrades using low energy lighting systems.
5.5	Norval advised that growth continues to be a strategic priority for Trust as it nears the end of the “Time is Now” strategy and the Board are looking ahead to develop a new strategy for 2026 onwards. In line with this and with the aid of significant levels of Government grant, Trust continue to acquire a combination of new build homes or second hand homes on the open market. The Reema Road new build development in Bellshill continues to progress well and will deliver 48 new homes for customers by February 2026.
5.6	Norval described the significant impact Trust is having on Arran’s energy efficiency landscape by launching a transformative retrofit programme, with over £3m of investment upgrades across 252 homes on the island. This was delivered in partnership with Ayrshire-based ‘Green Home Systems’ and included upgrades such as underfloor, loft, and roof insulation, high heat retention storage heaters, solar PV systems, air source heat pumps and new ventilation systems.
5.7	All 252 homes have been upgraded to EPC band B from starting bands of D-F helping us reduce our overall carbon footprint. Plans for a further phase of works across 300 homes in the north and west of the country are underway.
5.8	Moving on to the Trust Board, Norval advised that Ian Gunning, who had served on the Trust Board for over 3 years had retired in October 2024. Norval thanked Ian for his contribution to the Board in those 3 years. Norval also advised that Gordon Laurie, who has served on the Trust Board for 9 years and has contributed greatly to the development of Trust, had taken the decision to retire and would step down from the Board today. Norval thanked Gordon for his incredible contribution to Trust over that period.
5.9	Norval informed members that Rhona has taken the decision to retire from her position as Chief Executive at the end of this financial year. Norval assured members that recruitment for a new Chief Executive will begin shortly and Rhona will work with the Board and colleagues to ensure a smooth leadership transition. In the meantime, Rhona will be continuing to drive the organisation forward and leading on the development of Trust's new five-year strategy.
5.10	Norval ended by thanking everyone who had been involved in Trust’s achievements over the last year.
6.	Annual Review and Accounts
6.1	Zoe Purdie, Director of Finance and People, explained that Trust is a registered charity in Scotland, providing social landlord and care services and generating income from tenants rent and service charges and local authorities for care services.
6.2	Zoe noted that Trust has no shareholders or dividends paid out, all surpluses are re-invested into tenants’ homes, and that Trust is governed by voluntary unpaid

Agenda Item	Detail
6.3 6.4 6.5	Board Members with a wide range of experience and who have tenant interests at heart. Zoe presented the highlights of Trust's financial performance from 2024/25 advising Members that it was another challenging year financially impacted by high operating costs, food inflation and interest rates. Despite these challenges, through sound financial management, Trust delivered a surplus, invested in homes and satisfied bank loan covenants as outlined below; • Turnover £44.0m • Surplus (before pension loss) £1.4m • £10m invested in existing homes • Housing Stock value at cost £280m • Net debt (loans less cash) £46m / £12k per home Andy Shaw, Audit Partner, Anderson Anderson Brown (AAB), advised that the audit process went well with good collaboration from the finance team. The audit focused on areas at most risk of material misstatement: valuation of participation in the Scottish Housing Association's pension scheme, management override of controls/fraud risk, debt provision valuation, and accounting for property developments. AAB have issued an unqualified audit opinion on the financial statements having concluded satisfactorily on all the risk areas identified. An unqualified audit opinion means that the financial statements are free from material misstatement, and they concur that the Association is a going concern. The financial statements have been prepared in line with the Scottish Housing Regulator's (SHR) requirements. Decision: Members noted Trust's 2024/25 annual accounts.
7. 7.1 7.2 7.3	Appointment of Auditors Norval informed Members that, Anderson Anderson Brown have completed their fourth audit year for Trust, covering the period 2024/25 and Trust are seeking re-appointment of Anderson Anderson Brown to complete the audit of 2025/26. The appointment of Anderson Anderson Brown for their fifth audit year 2025/26 was proposed by David Knight and seconded by Paul MacFarlane. Decision: Approved the appointment of Anderson Anderson Brown, Chartered Accountants and Registered Auditors for 2025/26.
8. 8.1	Board Membership Annette Brown, Company Secretary, advised that there were 11 Board Members at the last AGM. Since then, 1 Board Member resigned during the year (Ian Gunning) and as stated in the rules one third of the Board are due to retire at the AGM. The 3 Board Members due to retire at the AGM are; Gordon Laurie, Ian Mitchelmore and Paul MacFarlane.

Agenda Item	Detail
8.2	In advance of the meeting Gordon Laurie indicated that he wished to retire from the Board and will not be seeking re-election. Both Paul MacFarlane and Ian Mitchelmore confirmed that they would like to seek re-election to the Board.
8.3	In order to increase the number of Board Members on the Trust Board a robust recruitment exercise was conducted in summer and as a result 3 new candidates seek election to the Board. Those 3 candidates are James Black, Katherine Wainwright and Laura Cameron. All of which are endorsed by the Board.
8.4	As the 5 candidates standing for election or re-election is equal to the number of vacancies for Elected Committee Members on the Board they were elected without the need for a vote, taking the Trust Board to a full complement and a total of 12 Elected Committee Members.
8.5	Decision: 2 Board Members standing for re-election were elected to the Board alongside 3 new Board Members taking membership of the Board to 12 Elected Committee Members.
9.	Any Other Business / Questions for the Panel
9.1	<i>Question 1 from a Member at the Duns development who requested a copy of the accounts as they feel that the only information tenants receive is information relating to what percentage their rent increase is going to be and how that money is distributed to different departments.</i>
9.2	Annette Brown, Company Secretary, advised that Trust's annual accounts are now available on the Trust website under the ' How we are performing ' section. Should any Members not have access to the website and prefer a hard copy of the accounts this can be arranged.
9.3	<i>Question 2 from a Member at the Langlands development who asked the following: Given the commitments outlined in Trust Housing Association's Anti-Social Behaviour Policy, such as investigating all reported incidents, taking proportionate action including legal remedies for Category A and B complaints like assault, threats, violence, and serious harassment, and aiming to minimize the impact on victims, can the Board explain why the policy appears ineffective in addressing persistent abusive behaviour from a specific resident who holds a police caution, allowing them to continue harassing other tenants without apparent enforcement or resolution, and what steps will be taken to review and strengthen its implementation before the scheduled March 2026 review?</i>
9.4	Jenny Wallace, Director of Customer Experience, advised that Trust's Anti-Social Behaviour Policy will be reviewed in line with the review schedule and will take due consideration of best practice across the sector and current legislation to ensure it is up to date and continues to be fit for purpose. Trust's current Policy is in line with all legal measures that are open to us in dealing with anti-social behaviour cases.
9.5	It is understood that sometimes customers may feel frustrated by the outcome of anti-social behaviour complaints they have made. For Trust to pursue action under

Agenda Item	Detail
	the anti-social behaviour legislation, it is essential that Trust, as Landlord, is able to demonstrate there are suitable levels of independent substantiated evidence. The process of resolving anti-social behaviour can be lengthy which we understand can be very frustrating for those impacted.
9.6	Trust always takes matters raised very seriously and will always do all it can in line with our Policy and Legislation to try and resolve any issues of anti-social behaviour.
9.7	<i>Question 3 from a Member at the Langlands development who asked the following: Given that a formal Residents Association is a time consuming, lengthy, and administrative burden, does the Board envisage any other way in which formal representation can be made by tenants who are paid up Members of Trust, if they are unable to find someone else who is a paid up Member to nominate them for election to the Board?</i>
9.8	Jenny Wallace, Director of Customer Experience, advised that customers can get involved in the Customer Representative Group which allows their input to be considered and represented at Board level. This group is open to all customers not just association Members. The Customer Representative Group has played a key part in shaping how we better present, communicate and conduct our annual rent consultation and have been involved since the early stages in the development and communication of our recent Rent and Service Charge Review. Each year they choose a couple of areas of scrutiny and this year these areas are Lettable Standard and Digital Comms and Engagement. They have been leading focus groups and pulse surveys to gain customer feedback on our Lettable Standard over the summer and will be reporting their findings and recommendations to our Audit Committee and Board in December.
9.9	<i>Comment 4 – from a Member in Arran who stated that: THA have been active in providing affordable housing on Arran. There is an issue that nearly 25% of properties on Arran are second homes (as is ours since 1993). About 1750 properties on Arran are not second homes and some have been on the market for a considerable time. In April this year, North Ayrshire Council (in keeping with the Scottish Government Policy) doubled council tax on Arran for second homes. My concern is that this income will hardly benefit Arran (90% will go to North Ayrshire Council’s general fund, though only 1% of properties in North Ayrshire are second homes). None is being used to provide affordable housing on Arran, to repair Arran’s roads or finance the outdoor leisure facility (much used by school children) in Lamlash. Second home owners have spent substantial sums mostly employing Arran men and women renovating derelict or near derelict properties. Doubling the council tax for Arran second home owners is not to Arran’s benefit.</i>
9.10	Jackie McIntosh, Director of Assets & Sustainability, advised that while this comment is correct, the decision on how second homes council tax is spent is the responsibility of North Ayrshire Council.
9.11	Trust are proud members of the Arran Housing Task Force , alongside North Ayrshire Council and other local stakeholders. As task force members, Trust are

Agenda Item	Detail
	hugely supportive of more affordable homes being delivered on Arran, of the right type and in the right location.
9.12	To this end, we are currently working up proposals to deliver 26 new affordable homes in Brodick and over the past few years we have also purchased (or are in the process of purchasing) a further 7 homes from the second hand homes market. Both these 'off the shelf' homes and the 26 new homes we plan to build have been made possible through grant funding and strategic support from the Scottish Government and the council.
9.13	Over the last year we have also invested over £2m in retrofitting 85% of Trust homes on the island with increased insulation, solar panels, air source heat pumps and battery storage, alongside a programme of new windows and doors lifting the majority of homes on the island to an EPC of B or above.
9.14	<i>Question 5 – from Neil Wilkinson, a Member on the call. Neil commented that doubling council tax on second homes is in the interests of people on the Isle of Arran, where they live. Neil then praised the energy improvements made by Trust in Arran, noting significant benefits for their household and especially for older homes, highlighting the lack of mains gas and historically high heating costs. Neil asked Trust to renew efforts to educate tenants on maximizing their new energy systems, specifically regarding off-peak electricity, battery charging, and selling surplus solar energy back to electricity companies, suggesting the welfare benefits team could help tenants with this.</i>
9.15	<i>Neil also expressed surprise at the low attendance of non-board or non-senior management Members at the AGM and asked what Trust is doing to promote membership and encourage Members to attend the annual meeting, emphasizing the importance of democratic participation.</i>
9.16	Jackie McIntosh, Director of Assets & Sustainability, thanked Neil for the positive feedback on the energy improvements and confirmed Trust will consider Neil's suggestion to provide more education on maximizing the new heating and energy systems for tenants. Jackie noted that resources are tight but Trust will do their best to keep up the profile of how to use these systems for maximum customer benefit, and mentioned the ongoing rollout of these benefits to more tenants across the country.
9.17	Norval Bryson, Chair, acknowledged efforts to encourage Member participation at the AGM, including holding the meeting virtually to save costs and increase accessibility. He expressed regret about low Member attendance and stated that Trust will continue to look for ways to encourage greater participation, emphasising the organisation's democratic nature.
10.	Conclusion of Meeting
10.1	Norval thanked Members for attending the Trust AGM 2025 and closed the meeting.

