

<p style="text-align: center;">Bournemouth Churches Housing Association Minutes of Annual General Meeting Held at The Factory, 14 Alder Hills, Poole BH12 4AS and online (MS Teams) On 27th September 2024</p>

Present:

Members who are also members of the Board: Chris Nicholson (Chair), Peter Edy, Hannah Garnett, Graham Oliver, Ann Parramore. **Online:** Aasia Nisar, Julie Porter, Asa Stevens

Members: Peter Hoyle, Simon Nightingale. **Online:** Lorraine Lloyd

Officers: Philip Baker, Sam Bedford, Paul Crump, Richard Fudge, Chris George, Vicky Gladden, Carl Hall, Nigel Ingram, Vicky Kate, Glyn Kneebone, Amy Maloney, Rachel McMillan, Lorraine Mealings, Amy Menzies, Chandne Miah. **Online:** Lloyd Coates

Members of the public: Ian Tate

Minutes: Debbie Matthews

Proxy Forms Received: Ian White

In accordance with Rule C23, the meeting was quorate.

1. Introduction by Chris Nicholson, BCHA Board Chair

The Chair welcomed everyone to the meeting and all introduced themselves.

2. Apologies for Absence

Apologies were received from board members Ceri Connor and Ian White, and from members Jonathan Dorey, Paul Dyer, Graham Exon, Rodger Hawkyard, Roy King-Underwood, Roderick Knight, Julie Leigh, Dee O'Neill, Dylan Phillips, Jim and Pat Richardson, Sally Reay and Jonathan Rickard. Regarding officers, apologies were received from Martin Lucas, Finance Director.

3. Minutes of AGM held Friday, 22nd September 2023

The minutes of the 2023 Annual General Meeting were approved as a true and accurate record.

4. Annual Impact Report 2023/24

Lorraine Mealings, CEO, thanked BCHA's Comms team, who had collated the summary of outcomes and achievements covered in BCHA's 2023/24 Impact Report. The report was available on the website and a link had been sent with the meeting papers.

LM highlighted:

- The new branding, matching the areas of focus of the Strategic Plan
- The context of unmet needs and limited resources across all BCHA's geographies
- The importance of working with commissioners, funders and other partners, as BCHA could not achieve the same outcomes in isolation
- Thanks to past and present Board members who generously gave their time to provide leadership and strategic steer to the organisation, in particular Mike Wood and Chris Nicholson, the outgoing and incoming Chairs respectively

- New services: 189 Sherborne Road, Yeovil, supporting those who were homeless; mental health support at Pepperell House, Shaftesbury; new eco-homes at Hazelmead, Bridport; working with Local Authorities to provide homes for refugees
- A new 5-year Strategic Plan
- The digital journey to modernise working practices
- Closely working with the Customer Steering Group to bring the customer voice into all areas
- The work of BCHA Homes: 4,000+ repairs, managing nearly 1,400 homes, ongoing compliance work
- Customers supported including: 150+ mental health floating support, 250+ modern day slavery, 600+ learners, 120+ adults and children in refuges.

LM concluded that the Impact Report provided a snapshot of what had taken place in the previous financial year, in which everyone in the room had played a part.

The Chair commended to the meeting the Annual Impact Report, which was received and noted.

5. Audited Accounts to 31 March 2024

In the absence of Martin Lucas, Graham Oliver, Chair of the Audit, Risk & Treasury Committee, reported that the BCHA Group accounts were approved by the Board in August, a summary extract having been provided in the AGM papers.

The year had been financially challenging for everyone and the Group surplus of £124k was down on the previous year. BCHA itself showed a modest deficit of £20k against a backdrop of the cost-of-living crisis and wider macroeconomic pressures such as higher interest rates. GO also drew attention to additional maintenance costs and significant investment in digital transformation, which had included a c£160k non-cash write off of legacy systems.

GO noted that liquidity and cash flows had remained strong to manage the risk to the operating environment.

In addition, it had been a positive year for growth, with over £4.5M – c5% balance sheet growth – invested in the acquisition and development of new homes. As part of its mission to meet housing need and end homelessness, BCHA had during the year handed over the 39 homes at the Hazelmead, Bridport, scheme and 16 homes in Plymouth as part of the Local Authority Housing Fund programme for refugees. BCHA maintained a strong funding position with its banking partners and continued successfully to attract grant funding (£3.2M in 23/24).

GO confirmed that BCHA's auditors, Crowe, had completed their external audit work and, following feedback to the Audit, Risk & Treasury Committee, had issued an unqualified audit report for each company within the Group. The final audited accounts, with the full details, were available on BCHA's website.

GO therefore recommended the adoption of the accounts by the meeting.

The meeting approved the adoption of the Audited Accounts for the year ending 31 March 2024.

6. Re-appointment of Crowe LLP as external auditors for the year

Graham Oliver continued with the next item on the agenda, reminding the meeting that Crowe had been appointed following a tender in 2021/22. They had now completed the three years of the contract and the Audit, Risk & Treasury Committee would review their performance at its meeting in October.

Pending that review, GO was happy to recommend Crowe's reappointment for another year.

The meeting agreed to re-appoint Crowe LLP as External Auditors for the year beginning 1 April 2024 to 31 March 2025.

7. To elect new members who offer themselves for election under Rule D11

One new member was proposed for approval at this AGM and details of Hannah Garnett's background and skills had been circulated. The Chair commented that HG came with significant experience, which he was sure would be a great asset to the Board.

The meeting approved the appointment of Hannah Garnett to the BCHA Board.

8. To re-elect Members who have completed a 3-year term of office and offer themselves for re-election under Rule D12.1

Two members, Aasia Nisar and Asa Stevens, had offered themselves for a further 3-year term of office. A summary of their knowledge and experience, as well as their current roles within BCHA had been included in the papers: AN was Vice Chair of the Board, Chair of the Governance Committee and regularly supported meetings of the Customer Steering Group; AS was a member of the Audit, Risk & Treasury Committee and a serving Trustee for RECOOP, one of BCHA's subsidiaries.

The meeting approved the re-appointment of Aasia Nisar and Asa Stevens for a further 3-year term of office.

9. Date of next Annual General Meeting - Friday, 26th September 2025

The Chair thanked all for attending and closed the meeting.

Those who were able stayed for presentations from Tom Hayes MP (Bournemouth East), on the new Government's mission-based approach, working with others to find solutions to the challenges for the sector, and Lorraine Mealings, CEO, on BCHA's new Strategic Plan.