

**Bournemouth Churches Housing Association
Minutes of Annual General Meeting
Held online (MS Teams)
On 25th September 2026**

Present:

Members who are also members of the Board: Chris Nicholson, Ceri Connor, Richard Knott, Hannah Lee, Julie Porter

Members: Jim Richardson

Officers: Lorraine Mealings, Philip Baker, Simon Haskell, Alice Power

Minutes: Lauren Parrish

Proxy Forms Received: Ian White, Peter Edy, Rodger Hawkyard and Suzanne Rastrick

In accordance with Rule C23, the meeting was quorate.

1. Introduction by Chris Nicholson, BCHA Board Chair

The Chair welcomed everyone to the meeting.

Tribute was paid to a former BCHA CEO, Peter Kegg, after he sadly passed away in August 2026. The Chair noted that Peter had spent several decades in the housing sector, becoming BCHA's CEO in 1999 and holding this role for around 7 years. During this time, he oversaw a huge growth in services and property acquisition, paving the way for much of the support which is still offered by BCHA today. Peter had a significant, positive impact on BCHA and The Chair and LM expressed their condolences to Peter's family.

2. Apologies for Absence

Apologies were received from board members Peter Edy, Ian White, Aasia Nisar, Graham Oliver, Asa Stevens and Suzanne Rastrick and from members Paul Dyer, Rodger Hawkyard, Roderick Knight, Mike Wood and Sally Reay.

3. Minutes of AGM held Friday, 26th September 2025

The minutes of the 2025 Annual General Meeting were approved as a true and accurate record.

4. Annual Impact Report 2025/26

LM provided a summary of the 2025/26 Annual Impact Report, highlighting the areas of celebration. These included:

- *Growth:* BCHA's steady ambition had been consistent, with acquisition and development of new homes being a gradual process
- *Regulatory Grading:* strong gradings received across governance, financial viability and service to customers
- *Partnership Working:* great examples of collaborative working across the organisation were seen, including through a New Build Partnership with Plymouth City Council

- *Housing Management Service*: 2025/26 saw a transformation of the housing management service, ensuring Housing Officers were more visible to customers
- *Tenant Satisfaction Measures (TSMs)*: overall pleasing satisfaction rates came from TSM surveys in 2025/26, with many of BCHA's scores being in the upper quartile when benchmarked against other housing providers
- *Positive Customer Move-Ons*: LM noted the importance of getting people into settled accommodation and giving them the opportunity to thrive, with further statistics on move-ons provided within the Impact Report
- *Long-Serving Colleagues*: a celebration for colleagues who had been at BCHA for a long length of time was held in 2025, with a combined service time of around 350 years.

Overall, the Impact Report provided a good position summary of where BCHA was, the progress which had been made and the continual positive impact on customers.

A link to the Impact Report was provided in the AGM papers, and the report was received across the members.

5. Audited Accounts to 31 March 2026

The Chair formally introduced SH to the meeting, as he had taken up the position of Finance Director for BCHA in March 2026.

The meeting approved the adoption of the Audited Accounts for the year ending 31 March 2026. A link to the full set of Audited Accounts had been provided in the AGM papers and these were approved by the Board at their meeting on the 19th August 2026.

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

The meeting noted the intention to re-tender external audit services later in 2026 for commencement of services from the successful bidder from 1 April 2027 and that the current external audit provider, Crowe LLP, will continue under the current arrangements until 31 March 2027.

7. Rule change to BCHA rules regarding shareholding

PB provided a summary of the rule change which would close BCHA shareholding membership to the public. There would be no change retrospectively, but going forward, shareholders would be limited to Board members or former Board members, with former members to only hold shareholding rights for 6 years after their exit from the Board. The Chair added that changing the shareholding rules was something which was raised by the Regulator in their latest inspection, due to potential risk.

The meeting approved the rule change regarding shareholding. A full copy of the rules to be amended had been provided in the AGM papers, and these had been approved by the Board at their meeting on 26th February 2026.

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

- a) Richard Knott
- b) Suzanne Rastrick

Two new members were proposed for approval at this AGM and details of Richard Knott and Suzanne Rastrick's background and skills had been circulated.

The meeting approved the appointment of Richard Knott and Suzanne Rastrick to the BCHA Board.

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

- a) Ceri Connor
- b) Chris Nicholson
- c) Ian White

Three members, Ceri Connor, Chris Nicholson and Ian white, 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: CC sits on the Audit, Risk & Culture Committee and is the BCHA Board champion for Safeguarding and EDI; CN chairs the Board and is a member of the Customer & Services and Finance & Treasury Committees and IW Chairs the Finance & Treasury Committee and is also a member of the Development & Asset Management Committee.

The meeting approved the re-appointment of Ceri Connor, Chris Nicholson and Ian White for a further 3-year term of office.

10. New Name Project

LM outlined the new name and rebranding process which was currently under way. It was noted that as an organisation, BCHA was very different to what it had been before, so the name was no longer representative. This process was also part of the current strategic plan, with the aim to retain the positive legacy BCHA had formed, while producing a brand which was more related to what BCHA do now.

There had been a period of internal and external engagement recently, with the results from this forming the basis of the re-brand by an external brand agency. The next phase of the project would result in a recommended name and rebrand, which would go to the February 2027 Board. This new name and brand would then be presented to shareholders in March, to formally implement the legal change of name. PB added that an informal shareholder meeting would likely be set in January 2027, in advance of the formal meeting in March, to provide an update on the new name project.

The new name project was noted by the meeting, with further information having been circulated within the AGM papers.

Date of next Annual General Meeting – Thursday, 23rd September 2026

Before closing the meeting, the Chair asked LM to provide members with an update on some of the potential opportunities and impacts for BCHA in relation to the Governments new Rough Sleeping Initiative.

LM explained that since the Prime Ministers first speech a couple of weeks ago, which included intent to end rough sleeping, BCHA has been involved with numerous

meetings with external partners, as a supplier, to help shape how this initiative could be rolled out in practice. Many local authorities had been given additional funding in the form of capital and revenue allocation to deliver against the initiative, creating some exciting opportunities for BCHA to create a positive difference across all operating geographies.

While it was noted that there was strong momentum across the sector and considerable potential for BCHA to contribute to this initiative, the Chair emphasised that risks would be managed efficiently. Any involvement would therefore be carefully assessed to ensure that BCHA's financial viability and risk appetite remained protected. LM agreed that balancing the pace of delivery with financial sustainability would be essential.

The Chair thanked all for attending and closed the meeting.