

**Hillcrest Homes (Scotland) Limited
56th Annual General Meeting**

Item 2.1

**Minutes of the meeting held on Thursday 14th August 2025 at 6.00p.m.
in HQ, Explorer Road, Dundee/MS Teams**

Present - HQ:

G. Burns	W. Johnston	A. Gauld
D. Ross	J. Lynch	P. Shepherd
F. Doran	R. Burnett	A. Russell
A. Fyfe	V. Howard	D. Boyle

Present – Teams:

D. Hogg
M. McMurdo
S. Qadar

In Attendance

J. Alexander	Chief Executive (HQ)
L. Don	Company Secretary, Director of Corporate Services (HQ)
F. Morrison	Deputy Chief Executive (HQ)
M. Percival	Director of Property (HQ)
C. Pickthall	Head of Housing and Hillcrest Enterprises (HQ)
B. Harris	Head of Innovation and Improvements (HQ)
J. Thomson	Head of Hillcrest Maintenance (HQ)
A. Moir	Head of Finance (HQ)
J. Chittleburgh	Chien and Tait (Teams)
L. Davidson	Board Services Officer, Hillcrest Homes (HQ)

L. Don, Director of Corporate Services and Company Secretary, welcomed everyone to the 56th Annual General Meeting of Hillcrest Homes (Scotland) Ltd and confirmed that the meeting was quorate.

1. Apologies for Absence

Apologies for absence had been received from the following members:

M. Burns	A. Matthew	N. MacAlinden
G. Begg	M. Hunter	D. Ridgway
P. Cairns	M. Hussain	J. Roberts
B. Davidson	E. Jones	H. Gow
S. Elder	A. Macdonald	
B. Fenton	B. Matheson	

2. Minutes of Meetings

2.1 Minutes of the 55th Annual General Meeting held on 15th August 2024

The minutes were circulated with the papers for the AGM. The minutes were agreed as a correct record. This was proposed by F. Doran and seconded by A. Fyfe. There were no matters arising.

3. Chairperson's Report

Hillcrest Homes

The Chair, D. Boyle reported that this was his second year as Chair of Hillcrest which has been marked by both opportunities and challenges, and Hillcrest has continued to deliver on its mission of Helping People Live Better Lives.

The Scottish Government declared a housing emergency which required a proactive approach to delivering more affordable housing. Working with the SFHA, Hillcrest attended a meeting with the First Minister to highlight the importance of housing and its impact on poverty. Hillcrest Homes and Hillcrest Enterprises took handover of over 300 new homes across our geographical areas over the last year.

The Financial Wellbeing Team work tirelessly to deliver positive outcomes for our tenants and people we support, with total financial gains of £4.76m in 2024/25.

Tenant feedback remains central to improving Hillcrest's service delivery. The rebranded Hillcrest Engagement Team introduced modern, flexible methods of engagement. The Interested Tenants Register was renamed Feedback Forum, with membership growing from 600 to over 900 tenants through proactive outreach.

The challenges affecting our tenants and people we support also has an impact on our employees. Hillcrest prioritises staff wellbeing through its Health and Wellbeing Strategy, with initiatives including fundraising events, mental health first aiders, menopause champions and a comprehensive benefits scheme.

As a Young Person's Guarantee employer, Hillcrest offers apprenticeships, work placements and graduate programmes. In 2025, Hillcrest will offer 11 new apprenticeship opportunities.

The Chair thanked his fellow Board members who take the time to govern the four companies that make up Hillcrest and the Trustees on the Hillcrest Foundation. The

Chair also thanked all the staff at Hillcrest who continue to provide excellent service to our tenants, the people we support, and internal and external stakeholders.

Lastly, the Chair gave a special thanks to our recently retired Chief Executive, Angela Linton, wishing her a long and happy retirement. Angela is succeeded by John Alexander and is looking forward to working with him to continue and build on Hillcrest's successes.

Hillcrest Enterprises

The Chair, W. Johnston, presented an update on Hillcrest Enterprises, reporting that 2024/25 was another successful year. There was expansion to the mid-market rent portfolio with the addition of 72 new properties across Angus and Dundee. This growth reflects our continued commitment to addressing housing needs in our communities.

The Asset Management and Maintenance teams have also made significant strides in improving energy efficiency across our older stock. This includes the window replacement project at Rose Terrace in Perth, improving EPC ratings, and most importantly, helping our tenants reduce their energy costs.

A key focus has been the progression of the merger between Hillcrest Enterprises and Hillcrest Maintenance, and this will remain until its successful implementation in April next year. The merger of the two Boards will bring new synergies and opportunities to Hillcrest.

Hillcrest Enterprises approved £375k of gift aid contributions which will be distributed between the Hillcrest Foundation and our internal fuel poverty fund, further supporting our mission to Help People Live Better Lives.

The achievements of Hillcrest Enterprises are down to the hard work and dedication of staff, with the team continuing to provide an excellent service to our tenants. The Chair thanked staff and fellow Board members for their continued support and contribution.

Hillcrest Maintenance

On behalf of the Chair, F. Morrison, Deputy Chief Executive, presented an update on Hillcrest Maintenance, reporting that 2024/25 was another successful year.

Hillcrest Maintenance delivered the window replacement project at Rose Terrace in Perth, which was challenging due to this being a listed building, and has improved energy efficiency for tenants.

Hillcrest Maintenance had a successful year with a financial profit of £99k and total savings of £1.9m. A gift aid donation of £75k was also approved by the Board. Customer satisfaction remains high at 97%.

Hillcrest Maintenance continues to expand and work with other Hillcrest group companies to deliver Hillcrest's journey to net zero. Upskilling of staff in the installation of solar PV has commenced, and the team are working towards carrying

out more net zero works in house in the future. We are also continuing to run and expand on our successful apprenticeship programme.

On behalf of the Chair, the Deputy Chief Executive thanked the Board for their contributions and staff for their hard work in continuing to grow the company together.

Hillcrest Futures

The Chair, A. Russell, presented an update on Hillcrest Futures, reporting that this has been another busy year delivering positive outcomes for the most vulnerable people in our communities.

The teams have embraced new ways of working, prioritising wellbeing, and remaining focused on delivering meaningful outcomes for the people we support. This will be further built upon in 2025/26 as we continue to maximise our use of technology through the introduction of a new digital care management system. This will reduce the administrative burden on staff, enabling Futures to increase its capacity to meet ever increasing complex needs of the people we support.

The following key highlights were presented:

- The opening of the new Community Wellbeing Service, 'The Beacon,' following a successful competitive tender process.
- Achievement of Care Inspectorate grades of 'Very Good' and 'Good' across all services inspected during the reporting period.
- The opening of a new purpose-built accommodation at Ryan Place, Crieff as part of the re-provision of an existing service. Also, the opening of Orchard Way, Montrose to house and reunite residents who were displaced from the floods in Brechin in 2024.
- Sound fiscal management and governance to support greater sustainability to meet the continuing funding constraints and achieve better than budget outcome for the year ended March 2025.

There have also been numerous other activities which took place over the year, including supporting people to take holidays, outings, sporting events, concerts, and fundraising initiatives.

The Chair thanked staff for all their efforts this year and Hillcrest Futures Board members for their continued support over the past 12 months.

The Chairs' reports were noted by all present.

4. Accounts and Balance Sheet for the Year Ended 31 March 2025

M. Percival, Director of Finance and Property, presented the accounts and balance sheet for the year ended 31 March 2025, and noted that all companies within the group have received clean audit reports.

In 2024/25, Hillcrest Homes turnover increased to £58m from £51.9m in 2023/24. Finance costs increased to £11.2m in 2024/25 from £10.2, in 2023/24, and surplus after tax increased to £2m from £1m in 2023/24.

There was an actuarial gain in respect of the pension scheme of £0.3m, resulting in an overall comprehensive income for 2024/25 of £2.3m

Overall investment in new housing in 2024/25 was £40.5m, with housing stock levels increasing by an additional 252 units. This is slightly lower than 2023/24 which had an overall investment of £46.3m and an increase of 280 units.

As investment in new housing increased, total fixed assets increased to £759.3m in 2024/25 from £731.7m in 2024/25. The comprehensive income in 2024/25 of £2.3m increased reserves to £82.8m in 2024/25 from £80.5m in 2023/24.

Additional borrowing helped to fund the increase in new housing, and in 2024/25 total loans increased to £281.4m from £264.8m in 2023/24.

New borrowing facilities of £60m were obtained in 2023/24 to fund new developments and as at March 2025, £41.5m of this is undrawn and will be used to fund new developments throughout 2025/26 and 2026/27.

High inflation and interest rates in 2024/25, along with pressures on rental income and funding levels, was very challenging for Hillcrest. However, all companies managed to meet these financial challenges, and budgets are in place to ensure we continue to improve financial performance.

The Director of Finance and Property thanked the Finance Team for their hard work in completing the 2024/25 statutory accounts, and also thanked the new auditors, Chiene and Tait for their hard work and support.

Approval of the accounts and balance sheet was proposed by V. Howard and seconded by A. Russell.

5. Appointment of Auditors

The provision of audit services to the association went out to competitive tender in 2024 to appoint new auditors for Hillcrest Homes. Chiene and Tait were appointed last year and were recommended for appointment. R. Burnett proposed appointment of the auditors, seconded by G. Burns.

Chiene and Tait were duly appointed the auditor for Hillcrest Homes (Scotland) Ltd.

6. Election of Governing Body Members

The Company Secretary briefed the meeting on the requirement that one-third of elected Governing Body members are required to stand down and seek re-election. The retiring members seeking re-election were D. Boyle, M. McMurdo and A. Fyfe.

The members seeking re-election were appointed unopposed.

There were two nominations for election to the Governing Body from B. Matheson and A. Gauld. As there were vacancies on the Governing Body, there was no requirement for a ballot for appointment.

The members seeking appointment to the Governing Body were appointed unopposed.

There being no other business the Chairperson thanked members
for their attendance and closed the meeting

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