

Tpas Annual General Meeting

Date	Wednesday 13 th July 2016
Time	5-6pm
Location	Chesford Grange Hotel, Kenilworth, Warwick CV8 2LD

MINUTES

No.	Item	Notes
1.0	Welcome and housekeeping	Housing keeping and introduction from Jenny Osbourne, TPAS Chief Executive (JO). Welcome to our new Chair John Giesen (JG).
2.0	Chair's Report	<p>John Giesen welcomed everyone to the meeting, his first meeting as chair of Tpas. John gave everyone a little background information on himself, having been in housing for 48 years.</p> <p>John spoke of: We are in uncertain times in housing and the key challenge for Tpas is our response to the changing perspective. We cannot stay still, we need to change and position ourselves to make a difference.</p> <p>John talked about how Tpas is vital for the future for getting Landlords engaged and that Tpas must remain relevant with any government.</p> <p>Tpas is in a sound financial position and we now need to build reserves. Need to be more commercial and make a profit to be relevant in the future.</p> <p>John expressed his thanks to the Tpas staff and Board and that he must now build on what has happened in the past.</p> <p>John welcomed Leslie Channon to the Tpas Board who was appointed in April 2016. Alison Inman and Carole Burchett have also both been reappointed for a further three year terms of office .</p>
3.0	Apologies	No apologies received in advance from member organisations:
4.0	Minutes of AGM 8 th February 2016	Accepted as a true and accurate record. Dennis Rees proposed and Joan Whitaker seconded this motion
5.0	TPAS Annual Accounts 2015/16. Geoffrey	We were joined at the AGM by our auditor Geoffrey Horley, in the absence of Jayne Whittaker, Tpas Head of Finance.

	<p>Horley</p>	<p>Geoffrey attended the meeting to give an oversight of the figures and respond to any enquiries from members.</p> <p>Tpas is mutual – similar to a charity but it’s accountable to its members.</p> <p>The Board has approved the accounts.</p> <p>The overall message is that Tpas is shrinking in size. Funding is going down but good forecasting and costs have been controlled. The balance sheet is stable. Reserves are for the future, although the future is uncertain and challenging.</p> <p>The last 3 years have all seen a profit and reserves have gone up. This is encouraging from an auditor perspective and reassuring for members.</p> <p>Auditors report – the accounts are true and fair.</p> <p>In summary the accounts are sound. Tpas has effective management recording systems. Tpas is well placed.</p> <p>Question from an attendee. HA’s – can mergers effect the accounts, as only one membership fee? JG – it can be a risk and we are aware of this trend. Need to get new members wherever possible JO – this has been a problem over the last few years, we have changed our fees recently to reflect this – with an increased fee for larger stock sizes. It is important to look at tenancies; Tpas represent over 2 million properties. It can drive us to change to target larger members.</p> <p>JO thanked Geoffrey for attending.</p>
<p>6.0</p>	<p>Chief Executive Report “Creating the conversations that Matter” Jenny Osbourne</p>	<p>It has been a strange year with an AGM in Feb 16 and now another in July 16.</p> <p>Jenny Osbourne recapped over the last 5 months since the last AGM.</p> <p>Tpas have Moved offices Launched a new website (long overdue and further improvements still to come) Improved membership offer Strengthened the board New independent chair Launched a new brand.</p> <p>Tpas are in the strongest position they have been in a long time with regards to governance. With the new Independent chair, board and staff in place we are ready to influence change.</p>

		<p>The key challenges are: Service cuts, tenancy sustainability, lack of housing, value for money, involvement and influence, impact and innovation.</p> <p>Context and challenges Tpas systems – customer and market insight. End of tenant central funding. Consultancy – diversification and competition Policy – high quality – need to sustain Business planning – always was and always will be a member organisation.</p> <p>Need to focus on membership, policy and influence and commercial products.</p> <p>3 year business plan implemented – can do this based on reserves. We need to grow income again.</p> <p>Markets and Customers. Fantastic retention strategy Build on successes of tenant central Look at new markets – contractor, supply chain. Need to implement a annual survey to members</p> <p>People and cultures Internally staff are clear what they need to deliver</p> <p>Operations Policy and research Improve communication to members New standards launch Grow membership</p> <p>Finances Need commercial mindset. New payment methods.</p> <p>No questions were raised.</p>
7.0	Notice around reappointment of auditors. John Giesen	In February 2016 Agm the membership agreed to reappoint the auditors. For 2017 we will have a re tender exercise. The board will decide who to choose and will bring to membership for ratification.
8.0	Closing remarks and meeting close	John Giesen thanked members for attending and closed the meeting.
9.0	AOB	None