

**MINUTES OF: HOOT CREDIT UNION LTD
ANNUAL GENERAL MEETING**

**HELD ON: Monday 31 March 2025 at 5.00 pm
Online**

PRESENT: 27 members of the credit union were present, Rob Andrews in the chair.

The Chair welcomed everyone to the AGM and confirmed that this was AGM for the year to September 2024.

It was confirmed that a quorum was present.

1. APOLOGIES

- 1.1. Apologies were received from two members

2. MINUTES

- 2.1. The minutes from the Annual General Meeting for the year to September 2023 held on Monday 17 June 2024 were APPROVED by the meeting.

3. BOARD OF DIRECTORS REPORT

- 3.1. The Chair presented the Annual Report for year ended 30 September 2024
- 3.2. The Chair highlighted that, despite the credit union and its members facing a number of challenges in the year, including the withdrawal of funding, the credit union had continued to grow in membership.
- 3.3. In the year the amount lent to members grew by 15% and the amount out on loan now stood at £1.7m. Members have over £2.5m in savings, and many new savers are saving for the first time ever. This is a measure of success of our mission to encourage responsible borrowing and a good savings habit, both of which contribute to financial well-being.
- 3.4. As we continue to develop digital services and re-connect with community and support organisations, we are raising awareness of the work we do, bringing even more people into membership.
- 3.5. The Chair highlighted that in 2024, Hoot faced the challenge of a major funder withdrawing their support earlier than initially agreed. This resulted in a reorganisation, where some staff were put into new roles, and some left us. Our business strategy was re-focused into bringing in new income to plug the financial gap caused by the withdrawal of support, and our staff deserve the thanks of the Board for their efforts in developing services and improvements for members.
- 3.6. In June 2024, CEO David Batten left the business for new challenges, and I want to record my personal thanks to him for his commitment and contribution over the past 12 years.
- 3.7. The Chair offered thanks to the Board of Directors. The Hoot Board is made up of volunteer, elected members, and continues to lead with a strategy for growth and sustainability. This has been supported by a series of strategic discussions on aspects of

the credit union such as Governance, product development, community and member engagement and operational resilience.

- 3.8. The Chair then presented highlights in the year.
- 3.9. He informed the meeting of 795 new members – many saving for the first time, reaching a savings total of £2.5 million.
- 3.10. The Loan book (gross of impairment) continues to grow and stood at £1.45 million at September 24 and in the year having issued 2,320 loans totalling £2.2m
- 3.11. He highlighted the fact that for every £1 saved with the credit union, another member saves £5.29 in loan interest by borrowing from Hoot.
- 3.12. The chair then summarised the financial highlights, including key ratios demonstrating the financial position and stability of the credit union.
- 3.13. Moving onto governance, the Chair informed the meeting that the Board works very hard in steering the strategic direction of the credit union and is committed to its obligation of protecting our members' assets and working with the CEO to make sure the credit union is run correctly and efficiently.
- 3.14. The Board welcomed new directors Rachel Moore, Sandra Morris and Jack Speight to the Board. The chair thanked Des Grogan who had retired from the Board in October 2023.
- 3.15. The Chair urged members who may be interested in joining the Board to come forward.
- 3.16. In June 2024, CEO David Batten left Hoot for pastures new. David has been steering the development of the credit union since 2012 and has been a key to delivering growth and innovation. During his tenure, membership has grown by 150%, loans by over 300% and savings by an incredible 500%. With the support of the Board, David has delivered development of new products and services, including digitalisation; as well as building up the reputation of Hoot as a community owned financial services provider. Despite some challenging times, particularly through Covid and the cost of living crisis, David has supported and developed staff to deliver the best they can for the benefit of members. On behalf of the Board the Chair thanked David for his service and wish him the best of luck.
- 3.17. The Board also welcomed Chris Canham, who took the reins of the credit union in June. Chris has been with Hoot for 11 years and involved in the credit union sector for over 20 years, and the Chair expressed the Board's confidence that the ship will continue to be steered safely.
- 3.18. Andy Pearson presented the Audit Committee report to the meeting and highlighted some of the key controls, in particular bank reconciliation, financial management and loans administration.
- 3.19. He noted that the credit union once again has been assessed at low risk in all compliance areas with additional checks and balances in place to mitigate against the risk of money-laundering and financial fraud, thus ensuring the safety of the credit union.
- 3.20. He referred members to the end of year audit report given by the internal auditor and informed the meeting that the Board was very proud of the fact that Hoot is seen as a

beacon amongst credit unions for the strength and tenacity of our compliance and control programme.

3.21. The Chair invited questions but no questions asked at this point in the meeting.

4. FINANCIAL STATEMENTS FOR THE YEAR TO 30 SEPTEMBER 2024

- 4.1. The financial highlights and financial statements were presented by the CEO.
- 4.2. The CEO informed the meeting that the external auditor was satisfied with the accounts and with credit union compliance
- 4.3. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice) and in accordance with FRS102.
- 4.4. The loan book had increased to £1.9m and savings to £2.7m. Net Assets stand at £3.31m.
- 4.5. Reserves were sufficient to meet nine months of gross expenditure.
- 4.6. Interest on loans was up by 10% and reliance on grant income down by 10.0%
- 4.7. The CEO reported that delinquency remains a challenge for the credit union, but further resource had been dedicated to credit control to combat this challenge. Provision for doubtful debt is in place to meet the expectation that some members would not repay their loan. He pointed out that Hoot's level of delinquency was below industry average at this time of economic crisis.
- 4.8. The Board declared a deficit in the year of £48,076
- 4.9. There being no questions, the Financial Statements to September 2024 were ACCEPTED by the meeting.

5. DECLARATION OF DIVIDEND

- 5.1. The recommendation put by the Board of Directors that a dividend of 0.25% be paid on savings to all adult members; and 0.25% interest on junior savings for the year ended 30 September 2024 was APPROVED by the meeting.

6. MOTION FOR AMENDMENT OF RULES

- 6.1. Two Motions were proposed by the Board of Directors.
- 6.2. Motion 1: **To amend Rule 7 Common Bond**

rule 7a::

“To delete the word ‘housing’ from the motion, plus to add:.”

vi. SpaMedica Ltd

The *Chairperson* moved to the vote and the motion was Unanimously by the meeting

6.3 Motion 2: Dormant account administration fee

This motion is to increase the administration fee charged to dormant accounts. The rules stathe that – The Board of Directors shall have the discretion to charge an annual administration fee on each dormant account, an amount not to exceed £5 or any such reasonable amount sufficient to cover the administration costs of membership specified by the Board of Directors from time to time and agreed by the members at the annual general meeting.

This meeting agrees to support the recommendation of the Board of Hoot Credit Union to increase the annual administration fee charged to dormant accounts to £5 per year.

The Chairperson moved to the vote and the motion was Unanimously by the meeting.

7. ELECTION OF DIRECTORS

- 7.1. The Chair reported that there were three vacancies.
- 7.2. Nominations had been received from three candidates and the Chair proposed that these nominees be elected unopposed.
- 7.3. Following a vote by members, Sandra Morris, Jack Speight and Rachel Moore were duly elected by unanimous vote.

8. APPOINTMENT OF AUDITOR FOR THE YEAR 2024/2025

- 8.1. The motion to appoint Alexander Sloan as auditors for the year 2024/2025 was APPROVED unanimously.

9. ANY OTHER BUSINESS

There being no further business the meeting closed at 17.45 pm

Signed: _____ Chair

Date: _____