
Atrium Homes

Operations Sub-Committee Remit & Delegated Authority

1. Outline Of Responsibilities

- 1.1. The Operations Sub-Committee is responsible for the detailed consideration of strategy and policy in relation to
 - all housing management and related services,
 - reactive and void repairs
 - customer care and customer engagement
- 1.2. The Sub-Committee is also responsible for
 - monitoring the implementation of those strategies and policies
 - establishing performance indicators and targets in relation to housing management and related services
 - monitoring organisation performance against those targets
 - monitoring key risks within the remit area and ensuring appropriate steps are taken to manage and mitigate them.
- 1.3. This remit was approved by the Board on 31 August 2021.

2. Strategy, Policy And Procedures

- 2.1. To consider and approve management strategy in relation to Atrium's housing stock.
- 2.2. To consider, discuss and periodically review and approve all policy matters affecting housing management and related services, reactive and voids repairs, customer care and customer engagement.
- 2.3. To receive, consider and approve Estate Plans prepared by staff in consultation with local tenant groups.
- 2.4. To note key developments in procedures and practice, reviewing documents as required.

3. Performance Management

- 3.1. To establish and periodically review appropriate performance indicators and targets for each area of housing management operations;
- 3.2. To receive regular reports on performance in respect of operational activity with particular emphasis on debt management, lettings management, and allocations management.
- 3.3. To monitor the implementation of Atrium's strategies and approaches with regards to ensuring compliance with the Scottish Social Housing Charter/ARC and equivalent or related performance requirements.
- 3.4. To monitor reactive and void repairs contractors to ensure standards of performance are being met and to decide or recommend action where they are not.
- 3.5. To monitor Atrium's reactive maintenance expenditure against budget (value for money) by receiving regular reports and where necessary to instruct action to adjust expenditure, subject to the policy of Atrium.
- 3.6. To monitor customer satisfaction with services delivered by Atrium.
- 3.7. To liaise with other Sub-Committees to ensure appropriate action is taken in the event of poor contractor performance or overspend.

4. Housing Services

- 4.1. In the context of Atrium's Rent Policy, to consider and approve the proposed rents for new or modernised properties.

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- 4.2. To consider and approve Atrium's use of different types of tenancy, lease and management agreements.
 - 4.3. To establish criteria by which to assess the suitability of partner organisations in relation to particular projects.
 - 4.4. To approve potential partnerships and monitoring the operation of any partnerships formed.
 - 4.5. To approve "special lets" to partner and other organisations.
 - 4.6. To consider individual cases, presented anonymously where special committee discretion is necessary.
 - 4.7. To establish and periodically review the use and level of tenant incentives.
 - 4.8. To consider in detail the circumstances of individual cases, presented anonymously where eviction action is being considered for breaches of tenancy and make recommendations to Board regarding eviction action.

5. Development Of Services

- 5.1. To assess the needs of Atrium's tenants and customers in the context of current service delivery to determine aspirational services
- 5.2. To consider the opportunities for the development of new elements of our services and to approve and monitor pilot projects aimed at service enhancement.
- 5.3. To evaluate the outcomes from pilots projects and address in detail, how successful projects can be developed into mainstream services.
- 5.4. To consider Atrium's position in respect of "wider role" or "Housing+" opportunities which might bring financial advantages to Atrium's tenants and areas under management and approve development of appropriate opportunities..

6. Debt Management

- 6.1. To monitor debt levels and the appropriateness of actions being taken to control and recover debt.
- 6.2. To consider cases where eviction is being proposed and agree staff recommendations for evictions. 4.8 above also applies.
- 6.3. To consider and approve bad debt write-off.

7. Customer Engagement

- 7.1. To monitor the effectiveness of Atrium's action to involve tenants in the management of their homes.
- 7.2 To promote tenant involvement in the management and delivery of Atrium's services and participate in meetings with tenants' groups.

8. Other

- 8.1. To act as a general forum in considering the problems and opportunities relating to all matters in respect of housing management activity.
- 8.2. To liaise with other Sub Committees on matters of mutual interest and concern.
- 8.3. To deal with any other appropriate matters referred by the Board or requiring urgent attention.