

## ATRIUM HOMES

### Minutes of Meeting of the Board held on Tuesday 29 November 2022

At 6:00 p.m. at 14 Central Avenue and via Zoom

**Present:** Joe Keen, Alistair Reid, Carolyn Hope, Steven Fraser, Julie Templeton (from 18:32), Alan White, Craig Leitch, Dominic O'Donnell, Maureen Gimby

**Attending:** Joyce McCroskie, Director of Operations (DoO), Shannon Watson, Chief Executive (CX)

**Chair:** Joe Keen

**Observing:** Ron Sharpe, Lauren Kirk (Estates Assistant)

The Chair opened the meeting asking everyone to confirm that they had read and understood the papers which had been circulated via DropBox the week prior to the meeting.

*Confirmed*

Item	
<b>1</b>	<b>Apologies</b>
	none
<b>2</b>	<b>Declarations of Interest</b>
	JT noted that as a tenant she has a conflict of interest in item 6
<b>3</b>	<b>Minutes of Meeting on 25 October 2022</b>
	The minutes of the meeting of the Board held on 25 October 2022 were reviewed and approved. <i>Approved for publication</i>
<b>4</b>	<b>Matters Arising</b>
<b>4.a</b>	Board noted the updates given on actions arising from previous meetings, and progress made to date. <i>Noted</i>
<b>4.b</b>	Board noted that Atrium is up to date with all compliance requirements, with the Internal Management Plan review delayed to November. <i>Noted</i>
<b>5</b>	<b>Applications for membership</b>
	Board noted that applications for membership received from two individuals were put to the meeting and the Board approved these. <i>Approved</i>
<b>6</b>	<b>Annual Rent Review Consultation and Business Planning</b>
	Board considered the content of the paper and proposal to consult with tenants on 5% and 7% rent increase option. Board considered the detailed analysis provided of the cost increases being experienced by the organisation to be balanced against the organisation's desire to keep tenants' rents payable as affordable as possible in the current economic climate.  Board considered the restrictions to annual spend on investment in tenant's homes which would be required as a result of the longer term impact of keeping rent increases below the level at which costs were increasing. This would likely result in the Homes Fit For 21 <sup>st</sup> Century Living Standards programme of works taking longer to complete.

	<p>Board further noted that we would be unlikely to know before 14 January 2023 whether the Scottish Government intended to impose further rent controls on registered social landlords after 31 March 2023 when the current rent freeze ended.</p> <p>Board approved Management consulting with tenants on potential rent increases of 5% and 7%, while providing tenants with clear information on what the impact of these restricted rent increases is likely to be on our investment expenditure in the future.</p> <p style="text-align: right;"><i>Approved</i></p>
<b>7</b>	<b>Finance, Audit &amp; Staffing Sub-Committee Report</b>
	<p>a) Board noted the minutes of the Finance, Audit &amp; Staffing Sub-Committee meeting held on 14 November 2022 were a good summary of the matters considered during the meeting.</p> <p>Board noted that the sub-committee had approved all of management's responses to the internal audit recommendations considered at that meeting. Board also noted that in addition to the two internal audits for which terms of reference had been considered at the meeting, internal audits of Rent Arrears and Contract Management were currently underway.</p> <p style="text-align: right;"><i>Noted</i></p> <p>b) Board noted the content of the Strategic Risk Register which had been reviewed at the sub-committee meeting on 14 November 2022. It was noted that sub-committee intends to undertake an in-depth review of the register at its meeting in February 2023, with the key risks potentially being consolidated within themes and clearer links between Strategic and Operational risks documented.</p> <p>With regards to specific strategic risks noted, it was confirmed that:</p> <ul style="list-style-type: none"> <li>• Recruitment to the posts approved at the meeting on 25 October is underway; staff are being engaged with and provided with regular updates on progress being made on the review of posts, ways of working, and recruitment activity.</li> <li>• Board discussed the risk to the organisation should further rent controls be imposed by the Scottish Government; CX noted that there would be greater clarity after 14 January 2023 and so any continuing controls would be factored into the rent increase discussions in January and the budget setting process commencing in February 2023.</li> </ul> <p style="text-align: right;"><i>Noted</i></p> <p>c) Board noted the content of the Quarterly Performance Report to 30 September 2022 and approved this.</p> <p style="text-align: right;"><i>Approved</i></p>
<b>8</b>	<b>Investment Sub-Committee Report</b>
	<p>Board noted that the minutes of the Investment Sub-Committee meeting held on 8 November 2022 were a good summary of the matters considered during the meeting.</p> <p>Board further noted that remediation works on 13 Blacksyke Avenue were expected to commence before Christmas.</p> <p style="text-align: right;"><i>Noted</i></p>
<b>9</b>	<b>Operations Sub-Committee Report</b>
	<p>a) Board noted that the minutes of the Operations Sub-Committee meeting held on 10 November 2022 were a good summary of the matters considered during the meeting.</p> <p>Board noted that two properties had been earmarked for the Ukrainian Refugee Programme to date and that no significant void losses on these properties with sign-ups</p>

	<p>complete or underway for both. Board noted that a further three properties had been identified by the team and they had passed the initial environmental scans.</p> <p>Board noted that arrears levels remain low to date and noted their thanks to the team for their efforts; Board further noted the tenant activities planned over the Winter months and it is hoped that this will put Atrium in a strong position as tenants start to feel the impact of the cost of living crisis and rising energy bills.</p> <p style="text-align: right;"><i>Noted</i></p> <p>b) Board noted the update provided on evictions cases previously approved.</p> <p style="text-align: right;"><i>Noted</i></p>
<b>10</b>	<b>Internal Management Plan Mid-Year Review</b>
	<p>Board noted the contents of the paper and the update provided on work to date by the team as well as updated targets for completion of a small number of activities.</p> <p style="text-align: right;"><i>Noted</i></p>
<b>11</b>	<b>Complaints Report 2022/23 Q2</b>
	<p>Board noted the contents of the report on complaints and the lessons learned detailed therein and changes to ways of working implemented. Board further noted that on occasion, where liaison with a contractor is required to resolve a customer complaint, we are occasionally not meeting the five-day target for stage 1 complaints, and the refresher training delivered in August 2022 has reminded staff of the importance of pushing contractors to respond so that complaints can be resolved timeously.</p> <p style="text-align: right;"><i>Noted</i></p>
<b>12</b>	<b>Health &amp; Safety (standing item)</b>
	<p>CX noted that there were no incidents to report.</p> <p style="text-align: right;"><i>Noted</i></p>
<b>13</b>	<b>Any Other Competent Business</b>
	<p>None noted</p>
<b>14</b>	<b>Date of Next Meeting – Tuesday 31 January 2023 at 6:00 p.m.</b>
	<i>Noted</i>
	<p>The meeting closed at 7:30 p.m.</p>