

ATRIUM HOMES

Minutes of Meeting of the Board held on Tuesday 27 April 2021 at 5.30pm Via ZOOM

Present: Joe Keen, Graham Piggott, Ken Stewart, Marie Coyle, David Sherlock, Alistair Reid, Steven Fraser, Ken Tudhope, Keith Henderson.

Attending: Stephen Black, Chief Executive; Celia Taylor, Director of Investment; Joyce McCroskie, Director of Operations; Valerie Wilson Head of Finance & Corporate Services

Chair: Joe Keen

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

	Declarations of Interest
	There were no declarations of interest.
1	Apologies Carolyn Hope
2	Minutes of Previous Meeting
2.1	Minutes of the Board Meeting on 30 March 2021 – The minutes (previously circulated) of the meeting of the Board held on 30 March 2021 were submitted for approval. The following amendments were identified: Item 5.1 + 8.1 – typographical error Subject to these changes, Board approved the minutes for publication. <i><u>Approved for publication</u></i>
3	Matters Arising
3.1	Board noted the position with action points from previous Board meetings. <i><u>Noted</u></i>
3.2	Compliance Report Board noted that Atrium was up to date with compliance requirements. <i><u>Noted</u></i>
4	Void Property & Reactive Maintenance Repairs Service (Housing) Contract 2021-25
4.1	Board considered a report, (previously circulated) from the Director of Investment, which outlined the outcome of the recent procurement exercise in relation to the Void Property & Reactive Maintenance Repairs Service (Housing) Contract 2021-25. In relation to Area 2, the tender report which includes a tender analysis, shows that Turner Property Services Ltd (TPS) achieved the top score on the balancing quality and price evaluation (60%/40%) and therefore provides the Most Economically Advantageous Tender (MEAT). Board was invited to accept the tender from Turner Property Services Ltd, to permit a

	<p>standstill letter to be issued to all contractors advising of the outcome of this tender evaluation. Following the completion of the standstill period, staff would begin to address the practicalities for the commencement of the contract.</p> <p>The DoI also reported that negotiations were underway for Area 1 and contract documentation had been issued with a return date of 6th May.</p> <p>In response to questions regarding the tender exercise for Area 2, the DoI confirmed that tenders were subject to detailed scrutiny by Atrium's QS, which had identified arithmetical errors. These were identified in the tender report. It was also noted that appropriate diligence had been conducted on TPS via the Public Contracts Scotland procurement processes and via our own internal checks</p> <p>A number of other questions related to contract practicalities were raised and responded to.</p> <p>After discussion, Board accepted the tender from TPS, and approved staff to proceed to implement the contract in respect of Areas 1 & 2.</p> <p style="text-align: right;"><u>Approved</u></p>
5	Procurement Report 2021
5.1	<p>Board considered a report, (previously circulated) from the Director of Investment, which as required by Section 15 of the Procurement Reform (Scotland) Act 2014, outlined the regulated procurements undertaken by Atrium since the approval of our Procurement Strategy in November 2019.</p> <p>Board noted that the overarching purpose of the Strategy is to support the delivery of high quality public services that offer value for money, and in a sustainable way, taking account of best practice and procurement legislation.</p> <p>Board reviewed the report and approved its publication on Atrium's website. It was noted that an email would also be sent to Scottish Government (SG) with a web link to access the report.</p> <p style="text-align: right;"><u>Approved</u></p>
6	Return to Office Working
6.1	<p>Board considered a report from the Chief Executive on plans to return to office working in the coming months.</p> <p>It was explained that we anticipated being in Tier 0 by late June/early July, with the majority of staff vaccinated against Covid-19. Although there was a presumption still in favour of working from home if possible, we had to begin to balance this consideration against the requirement to deliver customer-facing services.</p> <p>It was therefore expected that some form of return to office working would be rolled out across May and June.</p> <p>Board considered the position and endorsed the principle of a return to office working for all staff. The details were left to the Executive Team.</p> <p style="text-align: right;"><u>Approved</u></p>
7	Model Complaints Handling Procedure
7.1	<p>Board considered a report, (previously circulated) on the revised Model Complaints Handling Procedure introduced by the SPSO. It was noted that all RSLs in Scotland have to implement the new procedure from 1 April 2021.</p> <p>It was noted that the new MCHP did not significantly differ from the one which we have been operating since 2012, but that there were a number of refinements around recording and reporting on complaints as well as more detailed guidance on the management of the complaints process to ensure greater standardisation of approaches across the sector.</p>

	<p>Board's attention was drawn to the guidance on Governance (part 4) which underlined their role in the process and to the customer-facing document (part 5) which we are obliged to adopt and publish.</p> <p>In response to a query, it was confirmed that responsibility for signing off on Stage 2 complaints sat with Executive Team members, and ultimately with the Chief Executive.</p> <p>Board formally approved the adoption of the revised MCHP.</p> <p style="text-align: right;"><u>Approved</u></p>
8	Membership Applications
8.1	<p>Board approved a number of membership applications made via the Tenant Portal.</p> <p>Details will be placed into the Register of Members and confirmations issued to individual applicants.</p> <p style="text-align: right;"><u>Approved</u></p>
9	Risk Management
	Members received a short briefing session on Risk Management from the HoFCS.
10	AOCB
10.1	<p>Business Planning Sessions</p> <p>The Chief Executive reported that the proposed business planning discussions would take place by Zoom over two evening sessions. Dates will be issued in the next few days.</p> <p style="text-align: right;"><u>Noted</u></p>
11	Date of Next Meeting
	The next meeting will take place on Tuesday 25 May 2021 at 5.30pm

Chair:

Date: