

## ATRIUM HOMES

### Minutes of Meeting of the Board held on Tuesday 26 April 2022

At 5:30 p.m. via Zoom

**Present:** Joe Keen, Marie Coyle, Ken Stewart, David Sherlock, Alistair Reid, Ken Tudhope, Steven Fraser, Julie Templeton, Carolyn Hope

**Attending:** Joyce McCroskie, Director of Operations (DoO), Celia Taylor, Director of Investment (DoI), Valerie Wilson, Director of Finance & Corporate Services (DoFCS), Shannon Watson, Chief Executive (CX)

**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, and item 8 which was circulated ahead of the meeting.

*Confirmed*

Item	
<b>1</b>	<b>Apologies</b>
	No apologies were received for this meeting
<b>2</b>	<b>Declarations of Interest</b>
	No declarations of interest were noted.
<b>3</b>	<b>Minutes of Meeting 29 March 2022</b>
	The minutes of the meeting of the Board held on 29 March 2022 were reviewed and approved with two amendments noted.  <i>Approved for publication subject to two amendments noted</i>
<b>4</b>	<b>Matters Arising</b>
<b>4.a</b>	Board noted the position with regards to action points from previous Board meetings. <i>Noted</i>
<b>4.b</b>	Board noted that Atrium was up to date with all compliance requirements. <i>Noted</i>
<b>5</b>	<b>Risk Appetite</b>
	The Board considered the results of the survey and comments returned.  It was agreed that the Risk Appetite of the Board is Cautious with some Openness to risk on the planned maintenance works required.  <i>Approved</i>
<b>6</b>	<b>Five Year Financial Plan Return to SHR</b>
	Board considered the contents of the report and the detailed numbers. DoFCS clarified the nature of two items contained in the return.  DoFCS confirmed that the FYFP figures are based on the best information available to the organisation at the time of preparation and a number of assumptions must be made about future events and results.  Board approved the FYFP Return for submission to SHR by 31 May, subject to the DoFCS updating the opening balances to reflect the balances in the March management accounts.  <i>Approved</i>

<b>7</b>	<b>Operations Report</b>
	<p><i>Carolyn Hope joined the meeting at 5:48 p.m.</i></p> <p>Dol and DoO updated the Board on the contents of the paper. The contractor for Area 2 which was appointed last year has confirmed that they will not renew the contract when it comes to the end of the first year in June 2022. Dol and DoO met with senior staff of the contractor and were advised that this was a commercial decision on the part of the contractor.</p> <p>Board approved delegated authority for senior management to explore various options available to the organisation in delivering the reactive repairs work in Area 2.</p> <p style="text-align: right;"><i>Approved</i></p>
<b>8</b>	<b>Investment Report</b>
	<p>Dol noted that the information outlined in the report had only been received in the week of the meeting. The Quantity Surveyor who supported the procurement of this contract will be asked to review the proposed price increases and compare these to others within the sector.</p> <p>It was noted that the contractor had been appointed on a price : quality tender and that it would be preferable to continue working with the same contractor if possible.</p> <p>Dol noted that it was hoped work on Phase 3 could commence soon as the march-in surveys had been completed. Board approved delegated authority for senior management to review the requested price increases on the contract and how best to continue delivering the Homes Fit For 21 Century Living programme.</p> <p style="text-align: right;"><i>Approved</i></p>
<b>9</b>	<b>Complaints Report 2021/22</b>
	<p>Board considered the contents of the report and noted the increased numbers of complaints recorded compared to the prior year. Management noted that staff are encouraged to record all complaints received as they can be learning opportunities.</p> <p>It was noted that the SPSO requires housing associations to report on the number of complaints responded to within the five / 20 day deadlines from 1 April 2022.</p> <p style="text-align: right;"><i>Approved</i></p>
<b>10</b>	<b>Final Internal Management Plan 2022/23</b>
	<p>Board noted the minor changes that had been made to the draft report reviewed at the previous meeting.</p> <p>Board asked for updates on the action plan to be tabled at the sub-committee meetings. It was agreed that this would be done and noted that it is essential that senior management ensure core services such as the reactive repairs and planned improvement activities are maintained at all times which might result in other activities being delayed during the year.</p> <p>It was noted that the level of complaints recorded at item 9 demonstrates that staff are engaging with tenants on a daily basis. It was noted that it can be hard to get tenants to engage on other activities as timings of events might not suit their personal circumstances, and that management should persevere in activities to engage with tenants.</p> <p>The IMP was approved.</p> <p style="text-align: right;"><i>Approved</i></p>
<b>11</b>	<b>Health &amp; Safety</b>
	<p>It was noted that this is a standing item and that there were no particular issues which needed to be raised at this meeting.</p> <p style="text-align: right;"><i>Noted</i></p>

<b>12</b>	<b>Application for Membership</b>
	One application for membership was put to the meeting and the Board approved this. <i>Approved</i>
<b>13</b>	<b>Any Other Competent Business</b>
	A Board member asked if meetings could be moved to 6:00 p.m. for future meetings. All Board members agreed that this was acceptable. <i>Approved</i>
<b>14</b>	Date of Next Meeting – Tuesday 24 May 2022 <i>Noted</i>
	The meeting closed at 6:35 p.m.