ATRIUM HOMES

Minutes of Meeting of the Board held on Tuesday 26 May 2026

At 6:00 p.m. via Zoom

Present: Alistair Reid, Carolyn Hope, Julie Templeton, Maureen Gimby, Alan White, Craig Leitch, Dominic O'Donnell, Ron Sharpe, Jon Hopkins, Joshua Hopkins, Martin Gilbertson

Attending: Brian Praties (Director of Property Services, DoPS), Shannon Watson (Chief Executive, CX)

Chair: Alistair Reid

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.

The Chair confirmed that the meeting was quorate.

Confirmed

Item	
1	**Apologies**
	Ken Tudhope
2	**Declarations of Interest**
	No declarations of interest in business to be discussed were noted.
3	**Minutes of Meeting on 28 April 2026**
	The minutes of the meeting of the Board held on 28 April 2026 were reviewed and approved as an accurate record of the meeting. *Approved for publication*
4	**Matters Arising**
	a) Board noted the items which remained in progress and the updates provided. *Noted* b) Board noted that Atrium is up to date with all compliance requirements. *Noted*
5	**Annual Return on the Charter**
	CX spoke to the paper which provided an analysis of Atrium's results reported in the Annual Return on the Charter (ARC) for 2025/26. The paper included a summary of the key results reported to the Scottish Housing Regulator for the past five years, highlighting trends in the current year's results. While some results were marked as amber as they require monitoring and efforts to improve outcomes, Board was pleased to noted that in many instances performance had improved or remained consistently good. A Board member asked about Atrium's poorer performance on completion times for emergency repairs and the percentage of repairs completed within target during this year, while noting that average performance was still well below the Scottish average reported in 2025/25. CX noted that the majority of emergency repairs are assigned to

	Atrium's gas contractor which had experienced shortages of staff in the second half of the year. Staff confirmed that they are working with the contractor to monitor performance and ensure that this outcome improves. A Board member asked about factored owners' low satisfaction levels which had dropped fairly significantly in the last customer satisfaction survey undertaken in 2024. CX noted that, while this outcome is better than the Scottish average, Atrium and Choice Places recognise that we need to aim for a better service which is why Factoring is specifically included in the Target Operating Model Review (TOM) which is currently underway in the Atrium Group. Another Board member noted that while the majority of customer satisfaction results are roughly in line with the national averages for last year, tenants' appreciation of Value for Money for their properties is low. Again, CX noted that the TOM would be aiming to change the way that we work and use efficiencies in processes etc to make time for staff to focus on value added services to customers. Staff are also aware that the tenants living in Atrium's own built properties have not had any component upgrades as we have worked to complete the Homes Fit for 21st Century Living Standards work programme and so staff are now focussing on where efforts must be focussed in 2027/28 for these tenants. A Board member noted that within RSLs' this is the satisfaction indicator that is most likely to fluctuate fairly widely each time the question is asked due to changing internal and external environment changes. A Board member asked whether the statistic reported for EICRs which were not completed within the five-year requirement was correct as staff had previously alerted Board to a few properties where Atrium was struggling to gain access for the inspections to be completed. CX and DoPs agreed to double-check the wording of the guidance. DoPS also noted that the staff were checking the new mould and damp indicators before the return could be submitted. *Subsequent to the meeting, CX and DoPs agreed that the statistic needed to be amended and Board were emailed to confirm the change to this and the statistic on Damp and Mould cases before the return was submitted to SHR before 31 May.* Finally, CX note that while the reporting and calculations for this year's ARC had been complicated slight by the introduction of the new software on 6 January 2026, the standardised reports contained in the new software would ensure that reporting and performance monitoring would be much easier for staff in 2026/27 onwards. Subject to the clarification required on the new indicators above, Board approved the submission of the ARC to the regulator. Board also approved the stock returns which required to be submitted to the regulator at the same time as the ARC. *Approved*
6	**Annual Procurement Report**
	DoPs spoke to the paper which presented the Annual Procurement Report for 2025/26 to Board for Approval.

	This report details Atrium's regulator procurement activities during 2025/26 and requires to be published. The report was reviewed in detail by the Property Services Sub-Committee at its meeting on 12 May and was recommended to Board for approval. Board endorsed the annual report and the Annex required by the Scottish Government, and approved their publication. *Endorsed*
7	**Policy Reviews**
	Board noted that five policies had been reviewed and approved by the Sub-Committees during May. The changes made were primarily as a result of legislation updates and clarifications of wording to ensure that the policies reflect current best practice. A Board member asked staff to confirm when funding for Medical Adaptations is likely to be confirmed to Atrium and what the arrangements are with regards to requests received before the funding is confirmed. DoPS confirmed that funding is ordinarily confirmed to Atrium in May / June of each year. Until this is confirmed, Atrium can only carry out small self-funded adaptations, and any larger medical adaptations are added to a waiting list to be completed when funding is available. Board endorsed the updated policies. *Endorsed*
8	**Finance, Audit & Staffing Report**
	a) Board considered the minutes of the FASSC meeting on 18 May 2026. A committee member noted that the Internal Auditor attended the start of the meeting and presented the report on the follow-up to recommendations made in previous internal audit reviews. A committee member confirmed that they had approved the plan for the internal audit reviews proposed for 2026/27. A Committee member noted the discussion which took place with regards to the tenders for Treasury Management Advice Services and for the ICT Managed Services Provider. Both of these services will be critical to supporting Atrium's ambitions for the next five years. All submissions received were reviewed based on quality and cost, and the most beneficial tenderers approved to be appointed. FASSC considered the updated strategic risk register which combined the Board's appetite scores agreed at the April Board meeting and a few updates. This register was approved on the basis that it would be presented to Board in full each month for consideration, with any updates to the detail highlighted in a different colour, and the Sub-Committees would consider the risks relevant to themselves in more detail to ensure that the reports which they receive provide adequate assurance of the risk management activities undertaken by Atrium staff. Committee had considered three policies which had been updated to reflect recent changes to legislation and approved these. The Treasury Management report was considered by Committee and Atrium continues to meet its lenders' covenants.

	Committee had also approved the proposed changes to the bank and lenders' account mandates, which will be reviewed again once the TOM is complete and the new structure has been implemented. *Noted* b) Board considered the management accounts for the year ended 31 March 2026 and noted that the final results for the year were better than budgeted with lower than anticipated spend on cyclical maintenance costs and salaries, combined with more interest received on cash held for future improvements due to prudent placement of the cash. A small number of homes were not completed in the Homes Fit for 21st Century Living Standard works programme in the year due to no access being given or where tenants had already upgraded their homes themselves. Board approved the performance reports for the year. *Approved*
9	**Housing & Community Services Report**
	a) Board considered the minutes of the H&CSSC meeting on 14 May 2026. A committee member noted that this had again been a quarter of excellent performance by the team. Particularly in light of some staff absences in the quarter. Staff were commended on the team's continuing strong performance. A committee member noted that the convenor of the meeting was incorrectly recorded and CX agreed to correct the minute. Committee had considered the changes to the Anti-Social Behaviour Policy at their meeting, noting updates to relevant legislation and the addition of provisions for the sharing of information under the new joint Mediation Service being provided in partnership with Ayrshire RSLs. Committee had discussed the spend in 2025/26 under the Reach & Connect fund and approved the funding for 2026/27. Committee noted that the updated on the Small Steps Ayrshire project in partnership with Ayrshire Housing, and the plans to focus activity in year two. Committee had discussed the new Mediation Service which had been facilitated by staff from four Ayrshire RSLs had received specialist training in order to be able to support colleagues in partner RSLs with Mediation provided where there was conflict needing to be resolved. Committee had also discussed how Atrium would ensure that the service requirement was shared equally between the project partners. A committee member noted that Atrium's new patch-based arrangements for Housing & Community Services staff would improve customer engagement. It is also hoped that this way of working will give staff better job satisfaction. *Noted* b) Board noted the positive performance reported in the quarterly performance summary to 31 March 2026. *Noted*

10	**Property Services Report**
	a) A committee member spoke to the minutes of the meeting on 12 May 2026, noting that the EWI works were continuing and that all grant funding would be able to be claimed. Work on the Homes Fit for 21st Century Living Standard phase five continue and this year will mark the end of the project. A Board members asked about the average length of time taken to complete the works in each house and DoPs confirmed that, while the expectation is that the works should take 15 days, the actual average was 25 days, with issues around the finishing of the works at times. A committee member noted that the architects had been asked to split their proposed in-depth review into two phases, and a Board member asked with this report would likely impact on Atrium's decision to progress the Homes Fit for works in the Atholl Steel properties. Staff confirmed that the planned improvement works will continue as the properties are considered able to be sustained for the medium term. Board discussed the Scottish Government's guidance on Energy Efficiency Standards for Social Housing which has been significantly delayed, and it was noted that the guidance is now intended to be published in 2027, with 2028 implementation required. A committee member noted that changes to the Medical Adaptations Policy had been reviewed and approved at the meeting, and that the changes had not been significant. Board discussed the imminent change to main contractor from 1 June 2026, and noted that Committee had reviewed reports on performance for a number of contractors as well as an update provided on Atrium's compliance with housing quality and energy efficiency standards. *Noted* b) Board noted the positive performance reported in the quarterly performance summary to 31 March 2026. *Noted*
11	**Risk Management - changes to strategic risks / emerging risks**
	Board considered the updated strategic risk register which now includes Board's risk appetite scores. Board further noted that there were a few appetite scores which were marked as (under review) as it was anticipated that these risks would likely change as a result of activities being undertaken during 2026/27. Board considered the risks on the register and agreed that there were no new emerging risks requiring to be added. *Discussed*
12	**Health & Safety (standing item)**
	DoPS confirmed that there were no new matters to report to the meeting. CX noted that a staff member had been involved in an incident on site with a tenant's dog, but that there had not been any injuries caused other than a bit of bruising. The staff member recorded the accident but did not want any further action taken as they considered that their actions may have inadvertently started the dog. *Noted*

13	**Any Other Competent Business**
	CX noted that they were meeting with the Chair at the end of the week to discuss the proposals received for Board members' annual appraisals, and an update would be provided to Board in due course. *Noted*
14	**Date of Next Meeting** **Tuesday 30 June 2026 at 6:00 p.m.** - via Zoom
	The meeting closed at 6:46 p.m.

Chair: .... Date: 30 June 2026