ATRIUM HOMES

Minutes of Meeting of the Board held on Tuesday 25 August 2026

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

Present: Allistair Reid, Carolyn Hope, Julie Templeton, Maureen Gimby, Alan White, Dominic O'Donnell, 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 SharePoint the week prior to the meeting.

The Chair confirmed that the meeting was quorate.

Confirmed

Item	
1	**Apologies**
	Ken Tudhope, Craig Leitch
2	**Declarations of Interest**
	No declarations of interest in business to be discussed were noted.
3	**Minutes of Meeting on 30 June 2026**
	The minutes of the meeting of the Board held on 30 June 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 Returns to SHR and others**
	CX spoke to the papers provided to the meeting. FASSC had met on 17 August 2026 and reviewed the financial detail included in the compliance certificates required by the Lenders and the draft return to OSCR. Board approved the detail of these returns to be made and agreed the delegated authority for management to submit the annual returns to the Scottish Housing Regulator and the Pensions Trust. These returns are a record of the annual financial statements and budgets for the Pensions Trust. *Endorsed*

6	**Pre-AGM statement of compliance**
	Board noted that the organisation has complied with the requirements of its Articles of Association and the Compliance Statement was noted. *Noted*
7	**Policy Reviews**
	<u>Corporate / Staffing policies</u> Board considered the updated, Equality Diversity and Inclusion Policy which now includes provisions for both customers and personnel. This policy was approved. *Approved* Board considered the four staffing policies which had been approved at FASSC on 17 August 2026. CX noted that a Board member had raised a number of questions on one of these policies which would be discussed with them by the HR consultant after the meeting, although the changes were not considered to be likely to amend the substantive provisions of that policy. All four policies were endorsed by Board, subject to any revisions considered necessary on the Recruitment Policy, with management having delegated authority to review and finalise this policy, providing that no substantive changes are made. *Endorsed* <u>Medical Adaptations policy</u> Board considered the proposed changes to the Medical Adaptations policy which in particular create provision for Atrium to adopt a direct-assessment model for straightforward adaptions, as well as adding clarity on a number of elements. The policy also includes an updated approach to allocating properties which have been adapted for a former tenant. It is hoped that by adopting this revised policy, Atrium will be better able to expedite medical adaptations needed by its tenants. Board approved this revised policy. *Approved*
8	**Internal Management Plan 2026/27 update**
	CX spoke to the document which provided Board with a narrative note of progress made to date on actions required to achieve the strategic objectives of the Atrium Group's 2026-31 Corporate Strategy. Board agreed that CX should include a RAG status for the next update, to provide a visual aid for the review of the document and progress made on targets. *Noted*
9	**Finance, Audit & Staffing Report**
	a) Board noted the minutes of the FASSC meeting on 17 August 2026. A Committee member noted that Allia C&C, the newly appointed Treasury Advisor to Atrium had attended the start of the meeting and present to Committee the results of their review of Atrium's treasury arrangements and Policies in place. Committee were pleased to note that Allia had confirmed

	its opinion that the treasury management for Atrium is robust and well governed. Committee noted that a current fixed rate arrangement on one of the loans will expire in December 2026 and so Allia will work with management, FASSC and Board to ensure that alternative arrangements are made which provide the best possible outcome for Atrium within the current volatile economic environment. A Committee member further noted that the final report for the Internal Audit service for 2025/26 combined the outcomes of all the reviews for the year and confirmed that Atrium's internal controls are strong. b) Board considered the financial performance reports to 30 June 2026. Board noted that the surplus for the period was better than budgeted. The spend on Homes Fit for 21st Century Living Standards in quarter 1 included more capital elements than revenue. The budgets provide for a large revenue spend in the year due to the inclusion of the Atholl Steel properties in the 2026/27 work programme; these properties are expected receive improvements in the second half of the year. Board considered the increased costs per void property being experienced, and a Board member asked what actions management have considered to try and prevent properties being handed back in poor condition, resulting in substantial costs needing to be incurred in order to return the properties to a lettable standard. A Board member also asked how much of the cost increase was as a result of inflationary increases vs the poor condition of the properties becoming void. CX noted that staff are trying a number of different approaches to voids and involving colleagues in the process at different points in the hopes of identifying changes to processes which will help to reduce costs for Atrium. Board noted that Atrium continues to comply fully with its lenders' financial covenants. Board approved the performance reports for the quarter. *Approved*
10	**Housing & Community Services Report**
	a) Board noted that a new tenancy agreement had been put in place with effect from 1 August 2026, as mandated by the Scottish Government. In particular it was noted that management had reviewed the published template agreement and had ensured that Atrium-specific provisions were carried forward into the new agreement. The updated agreement had also been reviewed and approved by Atrium's legal advisors to ensure that it changes made by management did not cause contravention of the new Scottish laws. A committee member noted that this had been a quarter of continuing strong performance by the team. In particular, performance on void loss percentages tenancy sustainment was positive. There has been a slight increase in arrears compared to the previous quarter, which is similar to historic trends, and arrear levels are within acceptable limits. Performance

	is being monitored on the number of offers refused and the proportion of new tenant visits completed, and Board noted that the team has been operating with a number of staff absent due to illness and maternity leave. Staff were commended on the team's continuing strong performance. A committee member noted that the report on the Small Steps Ayrshire Lottery funded project had been reviewed in detail, and that it was agreed that some of the information provided in the report would be pared back to support Committee's role for oversight of performance. *Noted* b) Board noted the positive performance reported in the quarterly performance summary to 30 June 2026. *Noted*
11	**Property Services Report**
	a) A committee member noted that Phase 5 b of the Homes Fit for 21st Century works had commenced. Open Market acquisitions continue to be pursued, and Atrium is also considering the feasibility of a new build development in which Atrium would be the s75 partner to the developer. Board discussed the update which had been provided on the SHNZS guidance which is now expected to be published in 2027 and implemented in 2028. Board discussed that it is difficult to plan for works and their costs when the standards remain unknown, Atrium will therefore continue to work on a Fabric First basis where needed. *Noted* b) Board noted the positive performance reported in the quarterly performance summary to 30 June 2026. *Noted*
12	**Complaints, SAR and FOI/EI Requests**
	Board considered the paper detailing the number of complaints received and the average response times for resolving these. CX noted that the required response times had been met on all complaints received during Q1 of 2026/27. Board also noted one new FOI request received in the quarter. Board noted the analysis of the areas which had generated complaints as well as the work done by staff to identify lessons learned and opportunities to improve procedures for both Atrium and the contractors that represent us. Board noted the contents of the report. *Note*
13	**Risk Management - changes to strategic risks / emerging risks**
	Board considered the updated strategic risk register which 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 further noted the updates to residual risk elements provided in the Strategic Risk Register and agreed with management that these recent changes did not result in a need to amend the residual risk score for those risks. Board considered the risks on the register and agreed that there were no new emerging risks requiring to be added. *Discussed*
14	**Health & Safety (standing item)**
	DoPS confirmed that there were no new matters to report to the meeting. *Noted*
15	**Any Other Competent Business**
	CX noted that a small number of the directors still required to provide their Gov.UK One verification codes for Companies House. CX advised that they were working on pulling together all the evidence required by the Annual Assurance Toolkit and would share this with Board members in advance of the Annual Assurance Statement requiring to be signed off for 2026. Finally, CX noted that the GWSF Annual Conference had been set for the same date as the planned in person Board meeting day in November. Board confirmed that they were content to consider a change to the date of the Board meeting and CX was instructed to issue a poll with a number of options in that same week for Board members to respond to. *Noted*
16	**Date of Next Full Meeting** **Tuesday 29 September 2026 at 6:00 p.m.** via Zoom
	The meeting closed at 6:53 p.m.

Chair: ..... Date: 29 September 2026