

ATRIUM HOMES

Minutes of Meeting of the Board held on Tuesday 26 August 2025

At 6:15 p.m. at Atrium House, 14 Central Avenue, Kilmarnock, KA1 4PS

Present: Alistair Reid, Carolyn Hope, Julie Templeton, Maureen Gimby, Dominic O'Donnell, Alan White

Attending: Barry Lees (Director of Property Services, DoPS), Shannon Watson (Chief Executive, CX), Jennifer Steell (Finance & IT Manager, FM), Ashleigh Brown (Business Support Executive, BSE)

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, Craig Leitch, Ron Sharpe, Scott Cunningham
2	Declarations of Interest
	No declarations of interest in business to be discussed were noted.
3	Minutes of Meeting on 24 June 2025
	The minutes of the meeting of the Board held on 24 June 2025 were reviewed and approved as an accurate record of the meeting. <i>Approved for publication</i>
4	Matters Arising
	a) Board noted the items which remained in progress and the updates provided. CX noted that two staff members would shortly be attending EVH training on Equality Impact Assessments. Recruitment to the Board remains challenging and the Chair emphasised the importance of ensuring that the Board of Atrium has sufficient capacity to ensure resilience and continuity. Board agreed that CX should continue to consider advertising options and Board were encouraged to recommend any suitable candidates of which they were aware. <i>Noted</i> b) Board noted that Atrium is up to date with all compliance requirements. <i>Noted</i>
5	Request for Leave of Absence
	Board considered a request for a six-month leave of absence for a Board member and approved this. <i>Approved</i>

6	Annual Assurance Considerations SHR's Standards of Governance and Financial Management for RSLs
	<u>Standard 2</u> – Openness and accountability Board considered the contents of the paper in order to agree whether Atrium is adequately demonstrating its compliance with the SHR's standards of governance and financial management, based on the matters discussed at this and previous meetings, and other evidence supplied. Board considered the statements made on how Atrium complies with each of the requirements in Standard 2 and agreed that it was a good record of Atrium's work and that this paper, together with the other papers discussed at this and previous Board meetings, demonstrated Atrium is complying with the standard. CX confirmed that the Articles of the organisation have been reviewed in line with the latest guidance issued by SFHA and SHR. There are no significant changes required at this time, with proposed enhancements including additional text to provide flexibility in the future around borrowing terms, and the ability to hold general meetings virtually, increasing accessibility. The changes proposed will be consulted on with the members shortly. Board noted that the staff of Atrium had engaged in its first Day of Connectivity in July. All staff headed out into Atrium's towns and villages, and knocked on tenants' doors. Over 200 tenants were surveyed on the day and Atrium is also collecting feedback on SurveyMonkey to extend the opportunity for tenant feedback as far as possible. The outcomes of the survey will be communicated to Board at their strategy events, and we will also communicate outcomes to tenants in due course. <u>Standard 4</u> – Informed Decision-Making and Risk Management Board noted that Atrium has independent Internal and External Audit functions, and that additional external advice is sought by Board when considered necessary such as the review of the budgets, the assumptions the sensitivities reviewed externally in 2024, as well as the Treasury Advice received recently in regard to the RBS loan drawdown. Based on recent Internal Audit Reports presented to FASSC, evidence has been provided that Atrium's compliance remains robust. Internal Audit will be undertaking a review of Governance in September and Tenant and Resident Health & Safety in October. Feedback will be available from the auditor ahead of the Board finalising the terms of the Annual Assurance Statement (AAS) for 2024/25. A Board member asked how changes to assurance which had been reviewed in earlier months would be recorded. CX confirmed that any changes to statements on compliance with elements of the framework would be recorded in red within the individual documents and highlighted to Board at the next meeting, before the AAS is signed off and filed ahead of the 31 October 2025 deadline.

	Any events which create a material change to Atrium's assurance and indicate non-compliance with the SHR's regulatory requirements must be notified to SHR as soon as the Board becomes aware of these. The Chair noted that it is beneficial for the Board members to be able to review the evidence in detail at each meeting, as they are all building confidence in the appropriateness of the AAS which will be signed off. <i>Approved</i>
7	Pre-AGM Arrangements Statement of Compliance
	Board noted that the organisation has complied with the requirements of its Articles of Association and the Compliance Statement was noted. <i>Noted</i>
8	Finance, Audit & Staffing Report
	a) Board noted the minutes of the FASSC meeting on 18 August 2025. A Committee member noted that the Internal Audit Report received at the meeting had provided committee with considerable detail on the areas that had been reviewed and the findings of these. This report provided strong assurance to the committee that controls were operating well at Atrium. Board noted that the recommendation regarding the risk of excess cash held with one institution after the drawdown of the RBS loan funds, was addressed before the report was finalised. £4.5m has now been moved to a 30-day notice deposit account with Barclays which is offering a good rate of return on the funds until they are needed for the planned investment in tenants' homes. Two other recommendations had also been implemented before the report was finalised. Board noted that Atrium's staff absence rates are good; they considered the outcomes of the staff wellbeing survey which had been mainly positive, and noted that this would be communicated to staff at an upcoming briefing. Finally, Board noted that there has been one insurance claim since the new policy was put in place from 1 April 2025, and that management are working with the broker to ascertain the true extent of the financial loss expected. <i>Noted</i> b) Board considered the financial performance reports to 30 June 2025. Board noted that the surplus for the period was better than budgeted. Reactive and Common Block Repairs were more than budgeted, and Void Repairs are slightly higher than budgeted. Other underspends on Cyclical and Major works are expected to be due to timing differences which will reverse later in the year. The Homes Fit for 21st Century Living Standard works started towards the end of quarter one and so there was no real expenditure recorded in the first quarter. Underspends on staff costs and other overheads are expected to reduce over the remainder of the year. Board noted that Atrium continues to comply fully with its lenders' financial covenants. Board approved the performance reports for the quarter. <i>Approved</i>

	c) Board considered the contents of the report which detailed the timetable for Atrium's regulatory returns and confirmed that each of the returns had been made to SHR within the set deadlines. Board considered the financial return requiring to be made to SHR, together with the covenant compliance certificates required by Atrium's lenders and the annual return to OSCR. As these are all factual returns based on the final audited accounts, Board approved the submission of these to the various external bodies. Board noted that their details as trustees of the charity had been recorded with OSCR per the new requirements. Finally, Board noted that the financial return to TPT which is required each year but was not available to complete ahead of the meeting, would be completed and emailed to FASSC for approval prior to submission. <i>Approved</i>
9	Housing & Community Services Report
	a) A committee member noted that this had been a quarter of excellent performance by the team. They noted that targets for 2025/26 had been reviewed and agreed, and that they reflected the team's desire to continue to improve performance. In particular, performance in the number of days to relet homes and the number of offers refused by potential tenants had improved. Tenancy sustainment was positive too. There had been a slight increase in arrears compared to the previous quarter, which was similar to historic trends. Staff were commended on the team's continuing strong performance. A committee member noted that Reach & Connect Initiative continued to expand with the Community Wellbeing Coach commencing in post at the start of April. A Board member asked about the Community Connector's action plan and it was noted that there are reports by the postholder for each of the sub-committees which can be accessed by all Board members. A committee member noted that the Rent Policy included for endorsement at item 12 had been reviewed and only minor changes made. No new risks had been identified by sub-committee at their meeting. <i>Noted</i> b) Board noted the positive performance reported in the quarterly performance summary to 30 June 2025. <i>Noted</i>
10	Property Services Report
	a) A committee member noted that Phase 5 of the Homes Fit for 21st Century works had commenced. This phase is large and so is expected to take two years to complete. Lessons learned from tenant feedback on works in earlier years have informed the rollout of the work in this phase. Open Market acquisitions continue to be pursued and Atrium has had more success recently. Procured activities continued to perform consistently. External Wall Insulation (EWI) was installed on 25 homes in the prior year, funded from Atrium's own resources. Feedback from tenants has been positive. DPS noted that Atrium had made an application for SHNZ Funding to complete the works to

	the remaining 118 properties which needed this work and the outcome of this was still awaited. DPS noted that there was still one EICR which Atrium had not been able to complete within the five-year timescale required. The tenant is not willing to give access and a legal process is being followed, with the next step being attendance of Sherriff's Officers at the time that staff force entry to the property. Finally, it was noted that the sub-committee approved the purchase of detailed mapping software which will facilitate the cost-effective management of Atrium's estates. <i>Noted</i> b) Board noted the positive performance reported in the quarterly performance summary to 30 June 2025. <i>Noted</i>
11	Applications for Membership
	Board noted that 11 applications for membership received from individuals who are tenants of Atrium Homes were put to the meeting, and the Board approved these. <i>Approved</i>
12	Policy Reviews
	Board considered the policy which had been reviewed at sub-committee and endorsed the minor changes made to reflect updates to practice, and did not change the core basis of the policy. Board further considered the three corporate policies which had been refreshed to reflect current legislation and updated guidelines, with no material changes. A Board member recommended that the reimbursement rates listed in the Board Member Expenses Policy be removed and user simply be referred to the external bodies on which the rates are based. Board approved all the updated policies, subject to the one change above being made. <i>Approved</i>
13	Eviction Update
	Board noted the update provided regarding an eviction which had previously been approved. It was noted that Atrium staff are working with the tenant to reduce their arrears and so the eviction has not been executed. This can however be invoked if the tenant stops participating with staff. Board noted the update provided and staff's efforts to help the tenant maintain their tenancy. <i>Noted</i>
14	Complaints, SAR and FOI/EIR
	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 2025/26. Board also noted activity on Subject Access Requests and one new FOI request received in the quarter.

	CX noted that the number of complaints generated by the planned maintenance works had been falling in previous quarters. Due to the low number of complaints recorded, staff will be reminded of the importance of recording all complaints received, even if they are resolved easily, as this enables Atrium to identify trends or processes that need to be improved Board noted the contents of the report. <i>Noted</i>
15	Strategic Risks – Emerging risks and changes (standing item)
	Board considered the current strategic risk register which had been included in the papers for the meeting. CX noted that FASSC undertook a review of the risk register and how this is monitored at its meeting in August. FASSC undertook a deep dive on three of the risks listed to consider the factors creating the risk for each item, and the controls in place which reduce the risks. Board noted that the updated register included arrows to denote whether risks had increased / decreased / stayed the same since the last review. Residual Risks which exceeded the target risk set by Board's Risk Appetite were colour coded red for easy identification so that Board could consider whether they require greater measures to be undertaken to reduce risks. Board considered the risks on the register and agreed that the risk score for Board membership had increased, as the number of Board members needs to be increased; no other changes were needed. <i>Discussed</i>
16	Health & Safety (standing item)
	DoPS confirmed that there were no new matters to report to the meeting. <i>Noted</i>
17	Any Other Competent Business
	No additional matters for discussion were noted.
18	Date of Next Meeting - Annual General Meeting at 7:30 p.m. Date of Next Full Meeting – Tuesday 30 September 2025 at 6:00 p.m. via Zoom
	The meeting closed at 7:19 p.m.

Chair:

Date: 30 September 2025