

## ATRIUM HOMES

### Minutes of Meeting of the Board held on Tuesday 24 September 2024

At 6:00 p.m. via Zoom

- Present:** Alistair Reid, Carolyn Hope, Ken Tudhope, Julie Templeton, Dominic O'Donnell, Craig Leitch, Alan White, Ron Sharpe  
Scott Cunningham (after item 3)
- Attending:** Barry Lees (Director of Property Services, DoPS), Shannon Watson (Chief Executive, CX),  
  
Claire Beckley (RGDP LLP, CB) until item 4, Alan Kennedy (Knowledge Partnership, AK) for item 6
- 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	
<b>1</b>	<b>Apologies</b>
	Steven Fraser, Maureen Gimby, Joyce McCroskie
<b>2</b>	<b>Declarations of Interest</b>
	No declarations of interest in business to be discussed were noted.
<b>3</b>	<b>Co-option of Board Member</b>
	Board considered the nomination for election to the Board of SC. AR confirmed that the applicant had been interviewed by CX and CH, and Board confirmed their approval of the appointment.
	<i>Approved</i>
	<b>Data Protection Update</b>
	CB provided a briefing session to Board members on legal updates since their training session in October 2023, and provided a recap of the key legislative provisions which Atrium, its Board and staff members are required to comply with.
	A Board member asked how Atrium could control the data which was shared with contractor and prevent it from being transferred internationally. CB confirmed that data processing agreements are put in place with Atrium's contractors which set out the responsibilities of both parties with regards to control of data.
	CB noted that the use of AI is an emerging risk for data protection, and that staff are being advised to refrain from including tenant data in information supplied to AI tools, to ensure that data does not inadvertently get shared on the web.

	<p>CB confirmed that Atrium has a workplan to ensure that it complies with all its legal requirements and that good progress has been made on updating and implementing the required policies and procedures, impact assessments and processing agreements.</p> <p>Board thanked CB for their time and CB left the meeting.</p>
<b>4</b>	<b>Minutes of Meeting on 27 August 2024</b>
	<p>The minutes of the meeting of the Board held on 27 August 2024 were reviewed and approved.</p> <p style="text-align: right;"><i>Approved for publication</i></p>
<b>5</b>	<b>Matters Arising</b>
	<p>a) Board noted that one item remained in progress. <span style="float: right;"><i>Noted</i></span></p> <p>b) Board noted that Atrium is up to date with all compliance requirements. <span style="float: right;"><i>Noted</i></span></p>
AK joined the meeting	
<b>6</b>	<b>Customer Satisfaction Survey</b>
	<p>AK presented the results of the tenants' customer satisfaction survey which had been carried out between May and June 2024.</p> <p>Board noted that 477 tenants were surveyed face to face, equating to 40% of Atrium's tenants. Overall satisfaction with Atrium Homes services has improved to 85.0% (2021: 81.9%). Four of the seven indicators of tenant satisfaction required by the Charter had improved since the last comprehensive survey but it was noted that there were a number of key areas which the organisation should focus on in the coming year. AK noted that within the sector tenant satisfaction measures have generally fallen between 2022 and 2024.</p> <p>A Board member asked whether there was a particular response rate required by the Regulator and AH noted that there is not, but that it is good practice to try and achieve a good level of responses such as that achieved by Atrium. Board discussed the comments on value for money of rents charged and also noted that dissatisfaction expressed on repairs services might include references to major improvement works carried out in tenants' homes.</p> <p>CX confirmed that the surveys and comments are reported on an anonymised basis. Management will be considering the broad themes represented in the comments received and will report back to Board and tenants on what actions are being taken to address dissatisfaction where possible.</p> <p>Board thanked AK for the work carried out by his team and the presentation of the results.</p> <p style="text-align: right;"><i>Approved</i></p>
AK left the meeting	

KT left the meeting at 18:46

**7 Annual Assurance Statement**

Board considered the draft Annual Assurance Statement presented to the meeting for approval and reviewed the outcomes of the detailed review of the evidence bank and self assurance toolkit which had been completed by the short life working group.

In particular, Board noted the summary of assessed compliance with the regulatory framework and the other regulatory requirements with which Atrium should comply at all times, together with the action plan for the coming year which aimed to strengthen Atrium's compliance further.

CX noted that, as in the previous year the group had assess Atrium's compliance with the Charter requirements around communication and engagement with its tenants as partially compliant. It was noted that a number of activities, drop-in advice sessions and consultation events had been held during the year on several topics. Atrium launched its Reach & Connect Initiative in 2024 which will improve our understanding of what our tenants want from us and how / what services we should provide in the future.

CX noted that Board had been advised of two non-material matters in connection with Atrium's Health & Safety of tenants' and residents' obligations during the course of the year and that these had been separately detailed within the statement being submitted to SHR.

A Board member asked what the timeframe was with regards to Atrium "working towards" using appropriate data to take account of equality and human rights issues in our decision making. CX confirmed that we will be using the Census 2022 data which is in the process of being published, and anonymised data collection where needed.

AR asked all Board members to consider the following questions in deciding whether to approve the draft annual assurance statement for submission to SHR:

- Has the Board been involved effectively in assessing compliance with the Regulatory Framework?
- Have we gathered and reviewed sufficient evidence to provide us with appropriate assurance of Atrium's compliance prior to signing off our assurance statement?
- Have we gathered and reviewed sufficient evidence to enable us to confirm, if required, specific assurance in any areas identified by the SHR?
- Have we considered the SHR guidance on Annual Assurance Statements?
- Have we identified any areas of material non-compliance? If so, have we agreed a realistic and deliverable compliance plan? Have we agreed how implementation will be monitored? Have we notified the SHR?
- Have we identified any areas of non-compliance that are not material? How have we satisfied ourselves the failure is not material? Have we obtained assurance about how the weakness will be resolved? How will that be monitored?
- Have we identified improvement actions? Are we clear about the intended benefits/outcomes from improvement? Have we agreed how delivery will be monitored, measured and reported?

	<p>Board agreed that they were adequately assured to give positive responses to the questions above and so approved the Annual Assurance Statement for submission to the Scottish Housing Regulator ahead of the deadline.</p> <p style="text-align: right;"><i>Approved</i></p>
<b>8</b>	<p><b>Policy Reviews</b></p> <p>Board considered the Sub-Committee Remit which had been updated to reflect the current operating structure of the organisation and had been recommended to Board for approval by the members of the sub-committee.</p> <p>A Board member asked whether the wording of the customer and community engagement activities should be expanded to include empowerment since this is one of Atrium's goals. CX confirmed that the Reach &amp; Connect Initiative is still in its early stages and so if we find that the wording needs to change as a result of the feedback we receive, an amendment to the remit could be tabled if appropriate.</p> <p>Board approved the updated remit.</p> <p style="text-align: right;"><i>Approved</i></p>
<b>9</b>	<p><b>Evictions</b></p> <p>1) Board considered the detailed circumstances reported on the case presented for approval, and noted the various ways in which staff had tried to engage with the tenant regarding their unpaid rent over a period of several months.</p> <p>A Board member asked whether there was still a requirement for arrears to be above a certain amount before eviction action could be taken against a tenant, and it was noted that this threshold is no longer in place, but that Atrium will not generally start eviction proceedings unless arrears are high and there is no engagement from the tenant to work with Atrium to reduce the amount owed.</p> <p>Board approved the implementation of the eviction order should Decree be awarded at court.</p> <p style="text-align: right;"><i>Approved</i></p> <p>2) Board noted the update provided on the case where eviction had previously been approved. It noted that Decree for eviction was awarded by the court in September. The tenant had been invited to a meeting in the office in a final attempt to agree a plan to clear the arrears and so avoid eviction, but they had not attended the meeting.</p> <p style="text-align: right;"><i>Noted</i></p>
<b>10</b>	<p><b>Housing &amp; Community Services Report</b></p> <p>a) A Housing &amp; Community Services Sub-Committee member noted the highlights of the minutes of the meeting held on 28 August 2024.</p> <p>The Housing &amp; Community Services team were commended on the strong performance reported this quarter. A Board member noted the update provided on the Funding Community Activity budget how this might be publicised to ensure that the funds are widely distributed.</p> <p style="text-align: right;"><i>Noted</i></p>

<b>11</b>	<b>Board Members' Sub-Committee Choices</b>
	<p>Board considered the current composition of the Sub-Committees and agreed that no changes were needed at this time. SC agreed to join the Housing &amp; Community Services Sub-Committee for the remaining meetings on the calendar.</p> <p style="text-align: right;"><i>Discussed and agreed</i></p>
<b>12</b>	<b>Atrium Initiatives Limited</b>
	<p>Board considered the minutes of the meeting of the subsidiary Board on 3 September 2024 and the updates to business provided therein. Atrium Initiatives made a small loss in the quarter ended 30 June 2024, but that this was lower than had been budgeted for. Board also noted that one of the market let properties was in the process of being sold.</p> <p>Board noted the minutes of the meeting.</p> <p style="text-align: right;"><i>Noted</i></p>
<b>13</b>	<b>Strategic Risks – emerging risks and changes (standing item)</b>
	<p>Board considered the current strategic risk register which had been included in the papers for the meeting.</p> <p>No additional risks were noted as being required to be recorded on the register and no changes were required.</p> <p style="text-align: right;"><i>Discussed</i></p>
<b>14</b>	<b>Health &amp; Safety (Standing Item)</b>
	<p>DoPS confirmed that there were no new matters to report to the meeting.</p> <p style="text-align: right;"><i>Noted</i></p>
<b>15</b>	<b>Any Other Competent Business</b>
	<p>No additional business matters were noted.</p> <p style="text-align: right;"><i>Noted</i></p>
<b>16</b>	<b>Date of Next Meeting – Tuesday 29 October 2024 at 6:00 p.m. via Zoom</b>
	<p>The meeting closed at 7:24 p.m.</p>

Chair: .....

Date: 29 October 2024