

ATRIUM HOMES

Minutes of Meeting of the Board held on Tuesday 31 October 2023

At 6:00 p.m. at 14 Central Avenue via Zoom and in person

Present: Alistair Reid, Carolyn Hope, Ken Tudhope, Steven Fraser, Maureen Gimby, Alan White, Craig Leitch, Dominic O'Donnell, Ron Sharpe

Attending: Barry Lees (Director of Investment, DoI), 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
	Joe Keen, Julie Templeton
	UK GDPR training
	Atrium's Data Protection Officer from RGDP LLP provided the Board with training on the key elements of the UK General Data Protection Regulations, and the requirements for all registered social landlords (RSLs) under this legislation together with the Scottish Housing Regulator's (SHR's) expectations. The training slides were uploaded to the DropBox folder after the meeting.
2	Declarations of Interest
	DoI declared an interest in item 5 and would leave the meeting for the duration of this discussion.
3	Minutes of Meeting on 26 September 2023
	The minutes of the meeting of the Board held on 26 September 2023 were reviewed and approved. <i>Approved for publication</i>
4	Matters Arising
	a) Board noted the updates given on actions arising from previous meetings, and progress made to date. <i>Noted</i>
	b) Board noted that Atrium is up to date with all compliance requirements. <i>Noted</i>

DoI left the meeting	
5	Staffing (confidential item)
	<p>Board noted the contents of the paper and the recent changes to staffing.</p> <p>Board approved the confirmation of the incumbent in the role of Director of Investment on a permanent basis.</p> <p>Board approved the termination of the Investment Manager post at the end of the fixed term on 31 January 2024, and approved the deletion of this post.</p> <p>Board approved EMT not recruiting to the empty Operations Manager post at this time while it considers the best way in which to structure the team to the benefit of our customers and stakeholders.</p> <p style="text-align: right;"><i>Approved</i></p>
DoI rejoined the meeting	
6	Evictions
	<p>a) Board noted the update provided on the case which had previously been approved for eviction due to arrears. Board was pleased to note that the tenant had now engaged with the Income Management team at Atrium and that their arrears had been reduced to a level such that Atrium had not implemented the court-awarded eviction Decree.</p> <p>Board further noted the update provided on the case which had previously been approved for eviction due to anti-social behaviour. Board noted that the eviction had taken place on 4 July 2023.</p> <p style="text-align: right;"><i>Noted</i></p> <p>b) Board noted the information provided in regards to the case presented for Eviction due to Rent Arrears.</p> <p>Board discussed the detailed history of the case which had been provided by the staff, and the level of arrears which have accrued. It was noted that staff had made numerous attempts to engage with the tenant regarding payment of their rent as well as attempting to make referrals to other agencies which might have provided assistance.</p> <p>Board approved the eviction of the tenant when Decree is received.</p> <p style="text-align: right;"><i>Approved</i></p>
7	Internal Management Plan update
	<p>Board noted the update provided by CX on progress made towards the targets approved in the Internal Management Plan in April 2023. Board further noted that a small number of actions are expected to take longer to achieve than hoped, but that good progress had been made to date on some of the actions.</p> <p>An update on the planned timescales for reviews of policies was also provided by CX and noted by Board.</p> <p style="text-align: right;"><i>Noted</i></p>

8	Complaints, SAR and FOI Q2 2023-24
	<p>Board noted the contents of the report. Numbers of complaints received were noted as well as Staff's continued focus on ensuring these are responded to appropriately and in a timely fashion. Average response times are well within target and only one complaint was not closed within the prescribed time limit in the quarter.</p> <p>Board further noted that the organisation had received one Subject Access Request, one request for other information, and one FOI request in the quarter.</p> <p>Board considered the potential lessons learned from complaints and noted that staff continue to work with its main contractor in respect of major works in tenants' homes to ensure the length of time taken to complete works was not unduly long.</p> <p style="text-align: right;"><i>Noted</i></p>
9	Health & Safety (RAAC)
	<p>Board noted the update provided on the potential use of reinforced autoclaved aerated concrete (RAAC) within Atrium's housing stock.</p> <p>Board noted that the Investment team has undertaken a desktop review of the types of homes and dates of construction of Atrium's older homes, and that there is considered to be a low risk of the existence of RAAC in these homes. Recent stock condition surveys undertaken by the team have also not identified failing concrete within the houses.</p> <p>DoI noted that Atrium is considering instructing an external expert with experience of RAAC to undertake a review of our stock and so ensure that we have considered all aspects of the potential risks.</p> <p>Board finally noted that the information requested by the Scottish Housing Regulator had been returned by DoI within the timescales required.</p> <p style="text-align: right;"><i>Noted</i></p>
KT left the meeting at 7:02 p.m.	
10	Strategic Risks – emerging risks and changes (Standing Item)
	<p>Board considered whether any members were aware of new or increasing risks for the organisation since the Strategic Risk Register was last considered at the September meeting.</p> <p>Board discussed whether the Scottish Government was likely to try and impose another rent freeze or cap situation on Registered Social Landlords and the further risks that this might pose for the organisation. It was considered that this was adequately covered within the High Residual Risks being monitored on the risk register.</p> <p style="text-align: right;"><i>Noted</i></p>
11	Health & Safety (Standing Item)
	<p>The Executive Management team noted that no corporate or tenant and resident Health & Safety matters required to be highlighted to the Board at this time.</p> <p style="text-align: right;"><i>Noted</i></p>
12	Any Other Competent Business
	<p>The Chair provided Board with an update on the recent meeting of the CXs and Chairs of the Eydent partners (Atrium, Shire, Ayrshire and Riverside Scotland) on 30 October.</p>

	It was noted that there is an appetite for the organisations to consider joint working where this is appropriate and suitable for the individual entities. <i>Noted</i>
12	Date of Next Meeting – Tuesday 28 November 2023 at 6:00 p.m.
	The meeting closed at 7:15 p.m.

Chair:

Date: 28 November 2023