

ATRIUM HOMES

Minutes of Meeting of the Board held on Tuesday 28 October 2025

At 6:00 p.m. via Zoom

Present: Alistair Reid, Carolyn Hope, Ken Tudhope, Julie Templeton, Maureen Gimby, Dominic O'Donnell, Craig Leitch, Ron Sharpe, Jon Hopkins, Joshua Hopkins

Attending: Joyce McCroskie (Director of Housing & Community Services, DoHCS), Barry Lees (Director of Property Services, DoPS), Shannon Watson (Chief Executive, CX), Vicki Cutler (Consultant, VC) at start

Observing: Martin Gilbertson

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	
Health & Safety Update	
	VC led a training session on Atrium's Health & Safety Compliance requirements, giving Board members a detailed overview of the legislation relevant to the organisation and what Atrium' Board is required to do to ensure that Atrium complies with these requirements.
	VC set out the principles of a system which seeks to achieve continuous improvement and the roles of the different duty holders within the organisation, setting out the high-level governance and assurance requirements.
	In response to a question from a Board member on the extent to which Atrium is responsible for the Health & Safety of its tenants, VC noted that Atrium is required not only to ensure that tenants have a safe home and wider environment where Atrium has repairing responsibilities. Atrium should raise awareness of risks which tenants can control themselves by publishing information leaflets and including key information in its regular newsletters. EMT confirmed that this is done.
	A Board member noted that Board ensures that Health & Safety is considered at each Board meeting and DoPS confirmed that Tenant and Resident Health & Safety is within the remit of the Property Services Sub-Committee and is considered in greater depth at the quarterly meetings.
	A Board member mentioned the fines which are levied against businesses when they fail to maintain adequate Health & Safety, and the impact that these can have on businesses. VC confirmed that the revenue from fines is paid to the HSE and is used to raise awareness of failings to ensure that all businesses can learn from these and so hopefully avoid mistakes being made in the future.
	Board thanked VC for an informative session and VC left the meeting at 7:02 p.m.

1	Apologies
	Alan White, Scott Cunningham (Leave of Absence)
2	Declarations of Interest
	No declarations of interest in business to be discussed were noted.
3	1. Minutes of Meeting on 30 September 2025
	<p>The minutes of the meeting of the Board held on 30 September 2025 were reviewed and approved as an accurate record of the meeting.</p> <p style="text-align: right;"><i>Approved for publication</i></p>
3	2. Minutes of Meeting on 9 October 2025
	<p>The minutes of the meeting of the Board held on 9 October 2025 were reviewed and approved as an accurate record of the meeting.</p> <p style="text-align: right;"><i>Approved for publication</i></p>
4	Matters Arising
	<p>a) Board noted the items which remained in progress and the updates provided.</p> <p style="padding-left: 40px;">Board approved the closure of the items which had been completed and further noted that one observer was attending the meeting with a view to potentially joining the Board of Atrium Homes.</p> <p style="text-align: right;"><i>Noted</i></p> <p>b) Board noted that Atrium is up to date with all compliance requirements.</p> <p style="text-align: right;"><i>Noted</i></p>
5	Annual Assurance Statement
	<p><u>Standard 4</u> – Assurance & Notification</p> <p>Board considered the contents of the paper in order to agree whether Atrium is adequately demonstrating its compliance with the Scottish Housing Regulator’s (SHR’s) standards of governance and financial management, based on the matters discussed at this and previous meetings, and other evidence supplied.</p> <p>Board considered the statements made on how Atrium complies with each of the requirements in Standard 4 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.</p> <p><u>Other assurances specifically requested by SHR</u> – Tenant & Resident Health & Safety</p> <p>Board considered the statements made on how Atrium complies with its legal and regulatory requirements on tenant and resident Health & Safety, 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 its health & safety requirements.</p> <p>Board noted that there are two properties which Atrium has not been able to gain access to in order to complete the required EICR within the five-year framework expected of it. One of these properties is due to a hard no access from the tenant, and Atrium is working with its solicitors and the courts to gain authority for access to be forced. The other property is again outstanding due to the tenants not giving</p>

access to Atrium's contractor, but is due to receive Homes Fit for 21st Century Living Standards works in the short term, and the EICR will be completed while the works are carried out. The delay in obtaining EICRs for two properties is not considered to be a material failing. DoPS responded to a Board member's question re the cost in legal fees and staff time of trying to gain access to these properties, and confirmed that legal fees totalled a few thousand to date.

CX noted that the Internal Audit review of the Corporate Governance of Atrium had been completed in September and issued with a Compliant grading (the highest grade achievable). CX further noted that the Internal Audit review of Tenant Safety had been uploaded in Draft to the Board papers on the morning of 28 October. This report had been graded as providing Substantial Assurance (the highest grade achievable) with one operational enhancement suggested and no recommendations for improvements made.

A Board member asked whether management held a register of all internal audit recommendations and ensured that these were actioned appropriately. It was confirmed that Internal Audit is monitored by the Finance, Audit and Staffing Sub-Committee and that there is an annual report prepared by the internal auditor which details progress on recommendations made.

A Board member asked whether the cyber security implications of the move to new Housing and Finance software had been adequately considered, and CX confirmed that Atrium obtained detailed reports on Cyber and Data security from the software supplier when procuring the software.

Finally, the Chair asked Board to consider all of the assurances obtained over the course of the year and to agree that sufficient comfort has been gained from its review to support the finalisation of the Annual Assurance Statement included at Appendix 1 to the papers. Board considered the following questions to support their assessment and to confirm that they were adequately assured:

- 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?

Board responded positively to the questions below and the Assurance Statement was approved for signing by the Chair and submission to SHR.

Approved

6	Board Appraisal and Competencies Review
	<p>Board considered the detail provided in the papers which set out the results of the individual Board members' personal development review meetings, as well as their assessment of how the Board operates and their feedback on the performance of the Chair.</p> <p>Board noted that there is a good mix of skills on the Board and that recent and potential future recruitment would bring additional governance and financial expertise. Several Board members attended Share training on Finance and the questions that Board should be asking at the start of October, and those Board members who attended the training stated that they had been given more confidence by this session.</p> <p>Board noted the training which had been delivered as bite-size sessions ahead of Board meetings as well as additional conferences and training attended by Board members. Board agreed that these had been helpful in ensuring that they were kept up-to-date on key issues. CX noted that the Share e-learning platform would also be reviewed and consideration given to how this might be used effectively to improve Board members' knowledge.</p> <p>Board further discussed whether the format of the reviews should be changed for next year, and CX undertook to review these.</p> <p style="text-align: right;"><i>Noted</i></p>
7	Internal Management Plan Update
	<p>CX spoke to the paper which included a review of progress made to date on the high-level strategic actions planned by EMT for the 2025/26 year. It was noted that a small number of activities are behind target for completion and might take longer to complete as EMT works with Board on developing the new strategy for Atrium Homes for the period starting 1 April 2026.</p> <p>Board noted the contents of the paper and the updates provided.</p> <p style="text-align: right;"><i>Noted</i></p>
8	Applications for Membership
	<p>Board noted that five applications for membership received from individuals who are tenants of Atrium Homes were put to the meeting, and the Board approved these.</p> <p style="text-align: right;"><i>Approved</i></p>
9	Board Members' Sub-Committee Choices
	<p>Board considered the information provided on the current membership of the three Sub-Committees in Atrium, and the schedule of meetings for the remainder of the financial year to 31 March 2026.</p> <p>Board members agreed to their choices of Sub-Committee with the two new Board members joining the Housing & Community Services Sub-Committee and the Finance, Audit & Staffing Sub-Committee respectively.</p> <p style="text-align: right;"><i>Discussed</i></p>
10	Complaints, SAR and FOI Q2 2025-26
	<p>Board noted the contents of the paper and commended staff on meeting response deadlines for all complaints received in the first six months of the year. Board further noted that Atrium received three FOI requests in the second quarter.</p> <p style="text-align: right;"><i>Noted</i></p>

11	Strategic Risks – Emerging risks and changes (standing item)
	<p>Board considered the current strategic risk register which had been included in the papers for the meeting.</p> <p>Board considered the risks on the register and agreed that there were no new emerging risks requiring to be added to the Register. CX noted that the score for risk 2.1 should decrease as a result of recent recruitment to the Board and a Board member asked that reference specifically to BREXIT be removed from the working of risk 2.4.</p> <p>A Board member noted that they would like to have a discussion on the scoring methodology and it was noted that the register is reviewed in detail at the Finance, Audit & Staffing Sub-Committee on a quarterly basis. It was agreed that the Finance & IT Manager would provide Board with a bite-size training session on the risk register and scoring at the January Board meeting.</p> <p style="text-align: right;"><i>Discussed</i></p>
12	Health & Safety (standing item)
	<p>DoPS confirmed that there were no new matters to report to the meeting.</p> <p style="text-align: right;"><i>Noted</i></p>
13	Any Other Competent Business
	<p>CX noted that the Board members who had not yet completed their annual declarations had received a reminder on the day of the meeting</p> <p>No additional matters for discussion were noted.</p>
14	Dates of Next Meetings
	<p>Thursday 6 November 2025 at 9:00 for 9:30 a.m. – Strategy Day with Arneil Johnston – in person at the Park Hotel, Kilmarnock</p> <p>Tuesday 25 November 2025 at 6:00 p.m. – Board meeting - via Zoom</p>
	<p>The meeting closed at 7:44 p.m.</p>

Chair:

Date: 25 November 2025