

ATRIUM HOMES

Minutes of Meeting of the Board held on Tuesday 27 January 2026

At 6:00 p.m. via Zoom

Present: Alistair Reid, Carolyn Hope, Julie Templeton, Maureen Gimby, Dominic O'Donnell, Alan White, Craig Leitch, Ron Sharpe, Jon Hopkins, Joshua Hopkins, Martin Gilbertson

Attending: Joyce McCroskie (Director of Housing & Community Services, DoHCS), Barry Lees (Director of Property Services, DoPS), Shannon Watson (Chief Executive, CX), Jennifer Steell (Finance & IT Manager, FM)

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	
	<p>Training - Risk Register and Scoring</p> <p>FM led the Board through a training session on how strategic risks to the organisation are identified and the ways in which these risks might be managed or mitigated, whether that is through internal controls put in place, external reviews of those controls or other measures commonly available.</p> <p>FM spoke about the scoring methodology and how this is used to identify the risks that pose the largest threat to Atrium remaining a sustainable business which can achieve its strategic objectives. FM also covered the detail of a deep dive previously considered by FASSC which showed the logic employed with regards to assessing inherent risk, mitigating controls and then residual risk. CX noted that Board had been given access to the deep dives reviewed by FASSC in the past within the background documents folder for the meeting.</p> <p>A Board member noted that the risk register in place is a good framework based on what they have seen in their own industry. They noted that the target scores based on Board's appetite for risk required a review as some were higher than the residual risk scores. FM confirmed that this would be reviewed with Board shortly, and that the scores would be updated.</p> <p>A Board member noted that many of the risks retained high residual risk scores and so it might make it difficult for Board to pinpoint the key risks which need to be focussed on. Another Board member noted that the scores might be higher than in other non-housing sectors as the sector was inherently cautious and so an external viewpoint from non-housing Board members is valuable.</p> <p>Finally, a Board member asked about cyber risk and Atrium's move to the cloud. CX confirmed that the new SaaS core housing management and finance software is now live and that the other changes to move to the cloud would be carefully managed.</p>

1	Apologies
	Ken Tudhope
2	Declarations of Interest
	JT and RS declared an interest in item 13. No other declarations of interest in business to be discussed were noted.
3	Minutes of Meeting on 25 November 2025
	The minutes of the meeting of the Board held on 25 November 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. Board approved the closure of the items which had been completed. CX noted that a timescale of May 2026 had been added to the consideration of changes to the Board annual review process. <i>Noted</i>
	b) Board noted that Atrium is up to date with all compliance requirements. <i>Noted</i>
5	Board and Sub-Committee Meeting Timetable for 2026/27
	Board considered the proposed timetable for Board and Sub-Committee meetings for the year ending 31 March 2027, and confirmed that they were in agreement with the dates. Board considered the Sub-Committee membership and confirmed that there were no changes required at this time, with membership numbers ensuring all meetings should be quorate. Board approved the proposed timetable. <i>Approved</i>
6	Complaints, SAR and FOI
	Board noted the contents of the paper which detail performance on complaints received in the quarter, with all complaints responded to within required timescales. Board noted lessons learned from those complaints. Two corrections to the text in the report were noted. One complaint had been recorded as having equalities considerations due to a disability. A referral to the Council had been made by staff to ensure that the tenant was receiving support and the tenant's wellbeing will be monitored. CX noted that three FOI requests had been received in the quarter and had been responded to within prescribed timescale. It was further noted that these requests had been sent to most RSLs in Scotland. <i>Noted</i>
7	Atrium Initiatives Limited
	a) Board considered the minutes of the meeting on 2 December 2025. Staff confirmed that the Factoring service will be reviewed in respect of the Group structure overall. As with a number of RSLs, the Factoring service was sometimes seen as an outlier to the day to day core services. Staff will also

	<p>consider the cost of services provided by Atrium staff again, to ensure that the administration charges received from owners cover the cost of providing the service.</p> <p>Board finally noted that there are no significant concerns about the levels of debt owed by factored owners, and staff confirmed that these are regularly reviewed and appropriate action taken.</p> <p style="text-align: right;"><i>Noted</i></p>
8	Applications for Membership
	<p>Board considered the applications for membership received from five individuals. All were eligible for membership as tenants of Atrium Homes and Board approved these applications.</p> <p style="text-align: right;"><i>Approved</i></p>
9	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.</p> <p style="text-align: right;"><i>Discussed</i></p>
10	Health & Safety (standing item)
	<p>DoPS confirmed that there were no new matters to report to the meeting.</p> <p>DoPS noted that the introduction of Awaab’s Law related regulations in Scotland had now been delayed to October 2026.</p> <p style="text-align: right;"><i>Noted</i></p>
11	Any Other Competent Business
	<p>1. CX confirmed that, further to the meeting in November when Board had approved the new Pension contribution rates from 1 April 2026 for Atrium Homes and its employees, staff had been consulted with on the changes. Atrium Homes arranged for a pensions expert to attend the office and provide an information session to staff with the opportunity for them to ask questions, before they were asked to formally respond to the consultation on the new rates.</p> <p>The majority of staff members had responded to the consultation agreeing to the changes to rates from 1 April 2026 and so CX was authorised by Board to submit the new rates to The Pensions Trust before the deadline of 30 January 2026.</p> <p>2. CX noted that DoPS had handed in his notice and had secured a promoted role as Deputy Chief Executive at another RSL. DoPS would leave mid-March. CX noted that as part of the business Strategy considerations, Board had agreed that a Target Operating Model Review should be undertaken in the new period. Due to DoPS leaving however, CX noted that the timing of this review would be pulled forward, as Atrium cannot recruit to a permanent post at this level when the review is already planned.</p> <p>Board approved the commissioning of the Target Operating Model Review and wished DoPS all the best in his new role.</p>

12	<p>Date of Next Meetings</p> <p>Tuesday 24 February 2026 at 6:00 p.m. - via Zoom</p>
<p>JT and RS left the meeting at 6:49 p.m.</p>	
13	<p>Annual Rent Review</p>
<p>Board considered the detailed information which had been provided to them for consideration. This included analysis of average rent levels to those of our peer social landlords in Ayrshire and a notes from two membership bodies of the increases which were being applied across Scotland.</p> <p>CX tabled a paper which detailed the responses received up to the date of the meeting. 19% of Atrium’s tenants had responded to the consultation (2025 - 24%) and 38% of those who had responded had agreed to the proposed increase (2025 - 51%).</p> <p>A Board member noted that Atrium was sensitive to the level of increase it could apply and the impact it would have on tenants, and noted that Atrium Homes was trying to balance the increase against rising costs and was generally considering a lower inflationary increase than many of its peers. CX confirmed that Atrium’s rents had been slightly higher than some of its peers historically but that level of increase being proposed was lower than those planned by its peers.</p> <p>A Board member noted that Atrium must continue to repair and improve tenants’ homes. The costs of these services continue to rise each year and so if we do not increase rents adequately, Atrium might risk not being able to afford to do what is needed in tenants’ homes. They asked whether any of the tenants who had responded to the consultation exercise had suggested a different rate of increase, and staff confirmed that this had not featured in the responses.</p> <p>A staff member noted that while tenants were concerned about the cost of the rents increasing, there had been responses from tenants who supported the increase and understood the reason why Atrium needs to increase rents. Atrium has tried to balance its rents against to ensure we can continue to provide services to tenants while not making ourselves unaffordable.</p> <p>Over the past two years Atrium has changed the format of the consultation documents in an effort to provide the key information on why the rent increase is needed while engaging tenants in the process. We will continue to work on improving the way that we communicate with tenants about the services we are providing so that they are clear on what their rent pays for.</p> <p>Staff confirmed that all comments received as part of the response to the consultation would be followed up and actioned if necessary. Staff will review the comments from tenants who highlight financial difficulties and who the rent increase is impacting the most.</p> <p>A Board member commented that it was understandable that tenants would be concerned about their rents increasing, but that Atrium tries to strike a balance between costs and keeping rents affordable. Board discussed the reasons that some</p>	

	<p>social landlords in Scotland might be increasing their rents by much higher percentages.</p> <p>A Board member asked that staff provide some information on responses received to tenants when the rent increase letter goes out. Staff confirmed that a document similar to the one sent to tenants last year would be drafted. DoHCS also confirmed that staff will try to target any interventions needed for tenants as well as providing the usual detailed information on what support is available for tenants who are struggling with the rent increase notification.</p> <p>Board approved a 4.5% increase to be applied to rents payable by tenants from 1 April 2026.</p> <p style="text-align: right;"><i>Approved</i></p>
	<p>The meeting closed at 7:14 p.m.</p>

Chair:

Date: 24 February 2026