

## ATRIUM HOMES

### Minutes of Meeting of the Board held on Tuesday 28 January 2025

At 5:30 p.m. via Zoom

**Present:** Carolyn Hope, Alan White, Craig Leitch, Dominic O'Donnell, Maureen Gimby, Ron Sharpe, Scott Cunningham

**Attending:** Joyce McCroskie (Director of Housing & Community Services, DoHS), Barry Lees (Director of Property Services, DoPS), Shannon Watson (Chief Executive, CX), Ian Brennan (Consultant, IB) at start  
Jennifer Steell (Finance & IT Manager, FM)

**Chair:** Carolyn Hope

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>Business Planning in a Regulated Sector</b> IB led a training session on governance and the role of the Scottish Housing Regulator in the social housing industry. Board were provided with information on key requirements for well governed organisations as well as the key principles which should be incorporated into developing a new strategy for the organisation.  Board thanked IB for the very informative and interactive session he had delivered, and IB left the meeting at 18:45.
<b>1</b>	<b>Apologies</b> Alistair Reid, Steven Fraser, Ken Tudhope, Julie Templeton
<b>2</b>	<b>Declarations of Interest</b> RS declared an interest in item 15. No other declarations of interest in business to be discussed were noted.
<b>3</b>	<b>Minutes of Meeting on 26 November 2024</b> The minutes of the meeting of the Board held on 26 November 2024 were reviewed and approved subject to one correction with regards to apologies given for the meeting. <i>Approved for publication subject to one correction</i>
<b>4</b>	<b>Matters Arising</b> a) Board noted the items which remained in progress. CX noted that Atrium expects to receive more than one quotation for insurance premiums for the coming year, and that we await more information from the broker. This will be shared with Board when it becomes available. <i>Noted</i>

	<p>b) Board noted that Atrium is up to date with all compliance requirements.</p> <p style="text-align: right;"><i>Noted</i></p>
<b>5</b>	<p><b>Policy Reviews</b></p> <p>Board considered the two policies presented to the meeting for approval. There were no changes required to the Data Protection Policy and only updates to factual notes required for the Business Continuity Management Policy.</p> <p>A Board member asked whether the Business Continuity Management Plan had been needed as a result of Storm Eowyn, and CX noted that Atrium had not experienced substantial damage to properties as a result of the storm which would have required the Plan to be invoked.</p> <p>A Board member asked about Atrium’s policy on the use of AI by staff. Staff noted that Atrium does not currently use AI and so a policy has not been added to the library to cover this. CX did note however that staff were recently reminded that if they are using AI tools for drafting correspondence etc, they must not enter any information relating to tenants into these tools.</p> <p>Board approved the two policies.</p> <p style="text-align: right;"><i>Approved</i></p>
<b>6</b>	<p><b>Banking Arrangements</b></p> <p>Board considered the proposed changes to signatories for the savings account with Nationwide as well as the mandate for the new account with Barclays Bank plc.</p> <p>Board approved the change to the signatories on the savings account and the setting up of the new account with the signatories proposed.</p> <p style="text-align: right;"><i>Approved</i></p>
<b>7</b>	<p><b>a) Board and Sub-Committee Meeting Timetable for 2025/26</b></p> <p>Board considered the draft timetable which had been tabled at the meeting. The proposed dates were approved and CX will send calendar invites for the following year’s meetings to all Board members. Board members were reminded of the need to provide as much advance notice as possible when they will not be able to attend planned meetings so that these can be arranged if quorum for the meetings will not be met.</p> <p style="text-align: right;"><i>Approved</i></p>
	<p><b>b) Board member retirement</b></p> <p>CX provided an update that, due to personal reasons Steven Fraser has indicated his intention to resign from the Board of Atrium Homes.</p> <p>Board accepted the resignation and thanked Steven for his years of service on the Board and the sound financial advice provided when needed.</p> <p style="text-align: right;"><i>Noted</i></p>
<b>8</b>	<p><b>Software Contract</b></p> <p>CX spoke to the paper which had been provided to Board and detailed an update on the finalisation of the contract for the new core software which had been procured through an open tender exercise.</p> <p>Board noted the update provided.</p> <p style="text-align: right;"><i>Noted</i></p>

<b>9</b>	<b>Complaints, SAR and FOI/EIR</b>
	Board noted the update provided on complaints received in the quarter and commended staff on ensuring that the target response times were met in all instances. There had been two subject access requests and three FOI requests in the quarter, all of which had been dealt with within required timescales. <i>Noted</i>
<b>10</b>	<b>Eviction Updates</b>
	Board considered the update of actions taken on the eviction case which had previously been approved. Board noted the continued attempts by staff to engage with the tenant involved in an effort to avert the need to carry out the evictions. <i>Noted</i>
<b>11</b>	<b>Atrium Initiatives Limited</b>
	Board considered the minutes of the meeting of the subsidiary Board on 3 December 2024 and the updates to business provided therein. In particular, Board noted the results of the Customer Satisfaction Survey which had been conducted for factored owners at the same time as Atrium Homes conducted its tenant survey.  Atrium Initiatives made a small profit in the six months ended 30 September 2024, which is better than the loss which had been budgeted for. Board also noted that one of the market let properties was sold on 31 October.  Board noted the minutes of the meeting. <i>Noted</i>
<b>12</b>	<b>Strategic Risks – emerging risks and changes (standing item)</b>
	Board considered the current strategic risk register which had been included in the papers for the meeting.  CX noted that a detailed review of inherent risk scores had taken place since the meeting in November 2024, and that commentary had been added on changes to the status of risks as appropriate.  Board considered the risks on the register and agreed that no further changes were needed. <i>Discussed</i>
<b>13</b>	<b>Health &amp; Safety (Standing Item)</b>
	DoPS confirmed that there were no new matters to report to the meeting. <i>Noted</i>
<b>14</b>	<b>Any Other Competent Business</b>
	No additional business matters were noted. <i>Noted</i>
RS left the meeting	
<b>15</b>	<b>Annual Rent Review</b>
	DoHS tabled a paper at the meeting which provided Board with an update to the previously reported results of the responses received on the rent increase consultation exercise undertaken with tenants.

	<p>The survey was issued and publicised over all available printed and electronic methods. Board were pleased to note that, due to this and the efforts of all staff who had spoken to tenants in the period since the consultation survey was issued, Atrium had achieved a 24.7% response rate, compared to 17.5% of our tenants responding to the survey in 2024.</p> <p>Board further noted that the consultation flier had been redesigned this year in an effort to inform tenants in a more engaging way of the thought process of the organisation when considering increased costs and how much rent was needed for Atrium to be able to provide the services that it does to its residents.</p> <p>118 respondents provided us with a comment when replying to the consultation exercise and Board asked that staff engage with tenants who had provided comments as quickly as possible.</p> <p>Staff confirmed that, where the comments flagged a specific need for contact either due to financial reasons or maintenance actions needed, tenants were being contacted directly to resolve these issues or offer additional support. Some common themes will be addressed through a flier which will accompany the letters advising tenants of their rent charges with effect from 1 April 2025.</p> <p>Board noted that 51% of the respondents supported the 3.5% rent increase proposed, while 49% did not. CX confirmed that there had been no material changes to the draft budgets considered by Board at their meeting on 26 November 2024.</p> <p>Board therefore agreed to approve a rent increase for all tenants with effect from 1 April 2025 of 3.5%</p> <p style="text-align: right;"><i>Approved</i></p>
<b>16</b>	<b>Date of Next Meeting</b> - Tuesday 25 February 2025 at 6:00 p.m. via Zoom
	The meeting closed at 8:15 p.m.

Chair: .....

Date: .....