

ATRIUM HOMES

Minutes of Meeting of the Board held on Tuesday 30 January 2024

At 6:15 p.m. at 14 Central Avenue

Present: Alistair Reid, Carolyn Hope, Joe Keen, Steven Fraser, Julie Templeton, Maureen Gimby, Craig Leitch, Dominic O'Donnell, Alan White, Ron Sharpe

Attending: Joyce McCroskie (Director of Operations, DoO), 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
	Ken Tudhope
2	Declarations of Interest
	Two members noted an interest in item 6 as tenants of the organisation.
3	Minutes of Meeting on 28 November 2023
	The minutes of the meeting of the Board held on 28 November 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>
5	Applications for membership
	Board noted that applications for membership received from five individuals who were tenants of Atrium Homes were put to the meeting, and the Board approved these. <i>Approved</i>
6	Annual Rent review
	Board noted that the number of responses received to the rent consultation remained higher than historic levels at 17.5%, but still represented only a small percentage of the total number of tenants. Staff were thanked for their efforts to

	<p>ensure that as many tenants as possible submitted a response to the consultation issued.</p> <p>Of the tenants who had responded to the consultation, 72% did not support the proposed rent increase. Board noted that there was no way for the organisation to assess what the opinion was of the majority of tenants who had not responded to the consultation.</p> <p>Management noted that there had been a number of comments received within the survey responses and that these were being reviewed by staff in order that they might be responded to appropriately. Feedback on this will be presented to Board at a later date. Management noted that amongst comments on delayed improvements to homes and the quality of the homes, a number of responses stated that tenants were struggling to afford all the increasing costs they are experiencing. Some tenants who had voted yes to the increase stated that, while they did not like having to pay higher rents, they understood the reason why costs had to increase.</p> <p>Management agreed that a form of “You said – we responded” flyer would be included in the mailing to tenants informing them of their new rents from 1 April 2024. This flyer will include information on support available under the various fuel insecurity initiatives, and all the tenants who mentioned struggling with costs will be individually contacted to ensure that they are receiving as much support as possible.</p> <p>Board noted that the cost of living is still hitting tenants hard with the cost of utilities continuing to increase. However restricted rent increases need to be balanced against the increasing cost of maintaining and improving properties, together with the increased costs of Health & Safety compliance requirements.</p> <p>Board also noted that it is very important that Atrium delivers on its promises to improve tenants’ homes under the Homes Fit for 21st Century Living Standard work programme, which has been delayed by Covid and other events.</p> <p>The rent increase with effect from 1 April 2024 was approved at 6.5%.</p> <p style="text-align: right;"><i>Approved</i></p>
7	<p>Policies</p> <p>Board considered the new Business Continuity Management Policy which is supported by the Business Continuity Management Plan and the Cyber Incident Response Plan, which had been included in the background documents for Board’s information.</p> <p>A Board member asked for clarification on how staff would access emails if the ICT systems had failed, and it was confirmed that all staff continue to have access to emails via Microsoft 365.</p> <p>Management confirmed that staff have received online cyber training from our ICT support provider, to raise awareness of risks that are faced in our everyday use of ICT. The Cyber Incident Response plan will be tested over the next few months as part of the test of the Disaster Recovery solution which has been put in place.</p> <p>The new policy was approved.</p> <p style="text-align: right;"><i>Approved</i></p>

8	Board and Sub-Committee Meeting Timetable for 2024/25
	Board considered the proposed dates and timings for the Board and Sub-Committee meetings in the year ended 31 March 2025, and confirmed their agreement with this schedule. <i>Approved</i>
9	Complaints, SAR and FOI
	Board noted the contents of the report which detailed complaints performance in the third quarter of the year. CX noted that all complaints received in the quarter were responded to within the required timescales. Staff had also received three compliments in the quarter. No information requests were received in the quarter. <i>Noted</i>
10	Eviction Update
	Board noted the update report on actions taken with regards to a previously approved eviction. <i>Noted</i>
11	Strategic Risks – emerging risks and changes (Standing Item)
	Board considered the updated Strategic Risk register which had been provided to the meeting. In particular Management noted that there had been several recent high profile failures of construction and maintenance contractors. In response to this, Management have reviewed detailed credit rating information available for Atrium's larger contractors and new contractors submitting tenders for cyclical works. No serious concerns had been highlighted by the information available. A Board member asked whether as a result of the above, the Inherent or Residual risk scores for the risk relating to potential failure of contractors needed to be increased. Management agreed to review this and report back. A Board member asked whether the recent cuts to the Scottish Government's Affordable Housing Supply Programme budgets would increase any of the Inherent or Residual risks faced by Atrium, and it was noted that these are considered to be adequately covered in the existing Risk Register structure. <i>Discussed</i>
12	Health & Safety (Standing Item)
	Management noted that no corporate or tenant and resident Health & Safety matters required to be highlighted to the Board at this time. <i>Noted</i>
13	Any Other Competent Business
	No matters were noted. <i>Noted</i>
14	Date of Next Meeting – Tuesday 27 February 2024 at 6:00 p.m.
	The meeting closed at 7:10 p.m.

Chair:

Date: 27 February 2024