

ATRIUM HOMES

Minutes of Meeting of the Board held on Tuesday 25 January 2022 at 5.30pm via ZOOM

Present: Joe Keen, Marie Coyle, Steven Fraser, Ken Stewart, David Sherlock, Ken Tudhope, Carolyn Hope, Julie Templeton

Attending: Celia Taylor, Director of Investment; Joyce McCroskie, Director of Operations; Valerie Wilson Head of Finance & Corporate Services;
Alan Kennedy, the Knowledge Partnership (Item 5 only)

Observing: Shannon Watson

Chair: Joe Keen

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.

Confirmed

The Chair introduced Shannon Watson advising that she will take up the role of Chief Executive on Monday 31 January and joined tonight to observe the Board meeting.

	Declarations of Interest
	Julie Templeton, as a tenant of Atrium Homes declared an interest in Item 6
1	Apologies Alistair Reid
2	Appointment of Board Member Board considered an application from Julie Templeton to join the Board. Board agreed that Julie would be a welcome addition to the Board and approved her joining the Board as a Co-optee. Following this approval Julie was admitted to the meeting.
3	Minutes of the Board meeting of 30 November 2021 The minutes (previously circulated) of the meeting of the Board held on 30 November 2021 were approved with a note to explain the post meeting amendment to the rent increase consultation rates. <i><u>Approved for publication</u></i>
4	Matters Arising
4.a	Board noted the position with action points from previous Board meetings and that detailed updates will be provided to Sub-Committee meetings next month. <i><u>Noted</u></i>
4.b	Compliance Report Board noted that Atrium was up to date with compliance requirements. <i><u>Noted</u></i>
5	Customer Satisfaction Survey Alan Kennedy of the Knowledge Partnership presented an overview of the recent customer satisfaction survey. An executive summary had been circulated in advance along with the full report, for ease of Board member reference.

	<p>Alan indicated that in his experience our results were consistent with this type of survey undertaken by other organisations. The drop in overall satisfaction levels to 82% was likely due to the difficulty of delivering services during lockdowns.</p> <p>Board recognised the timing of the survey but noted that 82% was not acceptable. Staff were tasked with carrying out further analysis and bringing proposals back to Board.</p> <p style="text-align: right;"><u>Noted</u></p>
6	Annual Rent Review
	<p>Board considered the report on the outcomes of the consultation exercise and the proposed rent increase of 4.7%. It was noted that as well as promoting the survey on the website and Facebook, text and email prompts and reminders had followed the individual letters to every tenant. We received 193 responses from tenants to the consultation with the outcome being 16% supporting a 4.7% increase, 34% supporting an increase of less than 4.7% and 51% against any increase.</p> <p>The Chair asked members in turn for their views before leading a general discussion on the matter. Members referred to the individual comments submitted noting that the comments from those against an increase fell into two broad camps; one argued that hardship caused by the pandemic and the current high inflation rates warranted a rent freeze; the other that we should invest in our properties.</p> <p>Members noted the information provided by staff which illustrated the pressures facing the organisation's cost base and the further increase in inflation rates in December to 5.4%. Our plan remains to catch up on investment delayed by covid restrictions and get the programme back on track as quickly as possible. It was noted that savings have been identified which will allow this to be delivered whilst applying this below inflation rent increase.</p> <p>After consideration Board came to the conclusion that applying the increase of 4.7% will in the long term be of greatest benefit to the greatest number of tenants, as it will allow Atrium to keep delivering the major investment in our housing stock that tenants want to see.</p> <p>Board instructed staff to formally notify tenants on a 4.7% rent increase from 1 April 2022, and to include with the increase letter an explanation of the Board's decision.</p> <p style="text-align: right;"><u>Approved</u> <u>Remit to staff</u></p>
7	Eviction Update
	<p>Board noted the update on a previously presented case.</p> <p style="text-align: right;"><u>Noted</u></p>
8	Health & Safety
	<p>Board noted the Health & Safety standing item and that there was nothing to present to this meeting.</p> <p style="text-align: right;"><u>Noted</u></p>
9	Membership Applications
	<p>Board approved a number of membership applications made via the Tenant Portal.</p> <p>Details will be placed into the Register of Members and confirmations issued to individual applicants.</p> <p style="text-align: right;"><u>Approved</u></p>
10	Schedule of Future Board and Sub-Committee Meetings

10.1	Board approved the schedule of meetings for the 2022/23 financial year. <div><i><u>Approved</u></i></div>
11	AOCB
	a) Tenant Support The DoO advised Board that the application submitted to the Tenant Fuel Support Fund has been successful, securing £50 for each tenant. The DoO also advised that five applications to the East Ayrshire Council administered pandemic impact fund, to support tenants in significant rent arrears due to the pandemic, have also been successful. Board was pleased to note the positive action on tenants' behalf. <div><i><u>Noted</u></i></div>
	b) Induction The Chair welcomed the new Board member and advised that the new Chief Executive will be in contact once in post to arrange an induction and confirm sub-committee membership.
15	Date of Next Meeting
	The next meeting will take place on Tuesday 22 February 2022 at 5.30pm

Chair: Date: