



**ATRIUM**  
HOMES

The Landlord of Choice

**ANNUAL  
REPORT &  
ACCOUNTS**

Sustainable communities

Quality affordable housing

Life chances for people

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CHAIR'S REPORT

## Dear Members

Welcome to Atrium's Annual Report for 2016/17.

It's a very exciting time to be a part of Atrium Homes and I am delighted to report to members on a very successful year, as we continue to deliver our vision of

- Sustainable communities
- Quality affordable housing and
- Life chances for people.

To begin, I would like to mention the very important area of the governance of Atrium Homes which for us, relates both to the combined strength and abilities of the Board overseeing Atrium's activities and also Atrium's financial well-being.

Good governance depends on maintaining a mix of new and experienced Board members to help ensure stability in the delivery of our longer-term vision. This depends on there being a structure in place to attract willing volunteers, build on their existing skills and knowledge, and help them develop into effective Board members. Atrium has worked hard to establish these structures and has consistently been able to attract skilled people to refresh our Board. So while in the course of last year we said farewell to two experienced Board members, we welcomed four new ones, including two Atrium Homes' tenants. We look forward to their contributions adding strength to our Board for the foreseeable future.

Financially, the organisation continues to operate on a very solid footing which allows us to plan for

the longer term while still delivering on present investment requirements. We have significant borrowings for an organisation of our size but we have managed to secure those borrowings at low interest rates. Similarly, we have healthy cash reserves which we have placed in interest bearing accounts to earn additional income until we need to draw on them. Through good financial planning, we have been able to restrict rent increases in recent years to around the inflation mark and in fact this year applied a below inflation increase to the majority of our properties. Some tenants actually benefitted from a rent reduction as we rationalised rents for newer properties to bring them into line with our Rent Policy.

Our financial strength has allowed us to recommence development activity after a gap of several years, when we started on site with six conversions in New Farm Loch and 43 new build units in Shortlees. This is an important activity for Atrium Homes as it allows us to provide more homes to meet growing demand.

In the course of the year we invested almost £1.4 million in the maintenance and repair of our existing housing assets and, using data gleaned from a 100% stock survey, we have been developing an Asset Management Strategy which we will use as a basis for further major investment in coming years. High on our list of priorities is achieving Scottish Government energy efficiency standards (EESHS) but we also aim to make more of our properties better suited to 21st century living.

Our tenants told us this was a priority for them through the Customer Satisfaction Survey which we conducted between October and November last year. The survey confirmed that many tenants felt we got more things right, more often than we got them wrong. But it also highlighted that we needed to focus on particular areas of activity such as communication and the quality of some of our homes.

Consequently, we strived to improve our direct services to customers (for example, our own direct repair service completed almost 100% of repairs within timescale) and we also focussed on communications with tenants, with improvements to our newsletter format, website and the introduction of a Facebook page.

We continued our participation in the Our Place-Shortlees initiative by accessing Big Lottery funding to provide a gateway feature to the estate and working with the local community on other projects. These are important first steps for Atrium on our journey to become a community anchor organisation and it is our intention to engage in a similar way in our other communities.

Finally, I would like to thank my colleagues on the Board, both new and experienced, for their efforts and support over the year; and commend the staff team for continuing to work hard to deliver first class services to the customers of Atrium Homes.

**Jim O'Neill**  
Chair, Atrium Homes



# Governance & Staff

## BOARD OF DIRECTORS

Atrium Homes is a company limited by guarantee and a registered Scottish charity. It is governed by a Board of Directors who are all volunteers and receive no payments; all give their time freely to support the good governance of the organisation.

The Board met eight times in the course of 2016/17 to conduct its routine business and the overall average attendance at Board meetings in the year ran at 75%.

There are 12 places on the Board and details of who served during the year are shown below. At the AGM in August 2016, Alan Grant left the Board, followed by Claire Gower in March 2017. As part of our commitment to maintaining good governance through effective succession planning, a recruitment drive carried out in the year saw four new members elected to the Board at the AGM, two of whom had served as co-optees from November 2015.

In the course of the year, we asked our internal auditors Alexander Sloan & Co to review our approaches to governance. Overall they found our policies and procedures to be robust processes, but made three recommendations that would strengthen them further. These were subsequently addressed.

### Regulatory Plan

Like all RSLs in Scotland, Atrium Homes is subject to regulation by the Scottish Housing Regulator (SHR), which publishes an annual regulation plan, setting out the level of engagement it expects to have with each organisation and the rationale behind it. Atrium's current level of engagement with the SHR is 'low'.

All resigned at AGM

- > **CLAIRE GOWER**
- > **ALAN GRANT**



**JAMES O'NEILL**  
Chair from August 2013



**GRAHAM PIGGOTT**  
Vice Chair from August 2014



**MARIE COYLE**



**KEN STEWART**



**DAVID AITKEN**



**JOE KEEN**



**KARA ALKER**  
Appointed 27 Sept 2016



**SALLY TURNER**  
Appointed 27 Sept 2016



**MARY NILSEN**  
Appointed 27 Sept 2016



**ANTHONY ODENDAAL**  
Appointed 27 Sept 2016

## STAFF, TRAINING & DEVELOPMENT

### Staffing

Atrium Homes employs 25 staff in total, while our subsidiary Atrium Initiatives employs a further six. This makes the Atrium Group a significant local employer in East Ayrshire. The Boards of both organisations take their responsibilities as employers very seriously and aim to provide a safe, healthy and modern working environment for all employees.

In 2016, the Atrium Property Services (APS) team adopted new Terms and Conditions of Employment, which bring them much closer to the rest of the Atrium Group. As part of these, the APS workforce accepted new job descriptions

as Multi-Trade Operatives, introducing greater flexibility. Vacancies which occurred were filled quickly with the new staff members having a broader skill set than before. This has helped drive service improvements.

Also from April 2016, Atrium Homes severed the link to Final Salary Pensions for its office staff, introducing CARE (Career Average Related Earnings) options for existing and incoming staff. This is aimed at offering more affordable pensions options to both staff and employer, while still ensuring an attractive overall remuneration package to help attract and retain an excellent staff team.

### Training & Development

Atrium is an employer which most definitely sees its staff team as a huge asset and just as Atrium invests in its other assets, it invests in its staff team through training. In the course of 2016/17, staff attended a range of training and

development sessions aimed at maintaining core skills, enhancing effectiveness and introducing new knowledge. Not every staff member attended every session, but we did use a number of them to get the whole staff team together.

STAFF TRAINING	DATE	PROVIDER
City & Guilds Course	April - June 2016	SHARE
IOSH Managing Safely	April 2016	Safety Training Scotland
Customer Services Training	May 2016	Accelerator Solutions
Customer Services Training	June 2016	Accelerator Solutions
Asbestos Awareness	June 2016	ACT Fire Consultancy
Asbestos Sampling	July 2016	ACS
Fire Extinguisher Training	August 2016	ACT Fire Consultancy
Future Leaders Training	Sept - Oct 2016	SHARE
Abrasive Wheel Training	November 2016	Stewart First Aid Training Ltd
Estate Management Training	December 2016	CIH
Advanced Customer Experience Workshop	December 2016	Accelerator Solutions
Customer Service Training - the power of saying yes	January 2017	Accelerator Solutions
Asbestos Awareness	January 2017	ACT Fire Consultancy
Improving Tenancy Sustainment	February 2017	CIH



# Finance

## OVERVIEW

- Overall turnover has remained consistent with the prior year. There was an increase of 1% in rental income due to the inflationary increase applied. The remaining difference is due to one-off grant income receipts in the prior year which have not been repeated.
- Operating costs as a percentage of income increased slightly from 68% in 2016 to 69% in 2017. However, we continued to control costs and performed favourably within the short and long term budgets set, posting another operating surplus in the year, which will be used to fund the future planned maintenance programme across all our housing stock.
- Successfully managing the financing of our core activities remains a key priority and this remains on track with our previous performance in this area. Further investment in the planned maintenance programme was made in the year, in relation to replacements of heating systems, bathrooms and external doors.
- We continue to manage our finances with a long term perspective. Opportunities will always be weighed up as they arise and we are keen to ensure that we maximise value for money outcomes for our tenants. With this in mind, we commenced development of 43 additional units within the Shortlees area. As at 31 March 2017, £715k had been spent on these units, out of the £4.5 million total project cost.

Further investment  
in the planned  
maintenance  
programme was made.

We are keen to ensure  
that we maximise value  
for money outcomes for  
our tenants.

## SUMMARY INCOME & EXPENDITURE ACCOUNT FOR THE YEAR ENDED 31 MARCH 2017 & COMPARATIVE

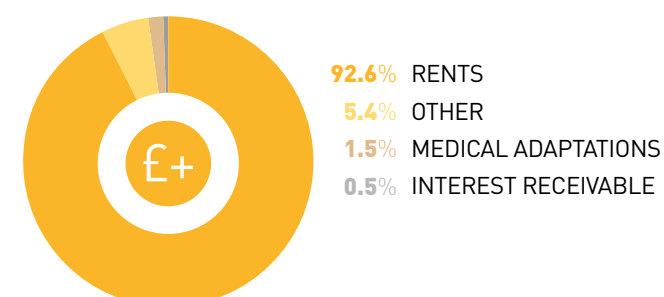
	2016/17	2015/16
Turnover	5,114	5,181
Operating costs	(3,525)	(3,494)
<b>Operating surplus</b>	<b>1,589</b>	<b>1,687</b>
Gain on sale of housing accommodation	(20)	6
Interest receivable	24	33
Interest payable	(483)	(612)
Other finance charges	(20)	(11)
<b>(Deficit)/surplus for the year</b>	<b>1,090</b>	<b>1,103</b>
Reserves brought forward	13,968	12,865
<b>Reserves carried forward</b>	<b>15,058</b>	<b>13,968</b>

All figures shown  
left are in £,000s

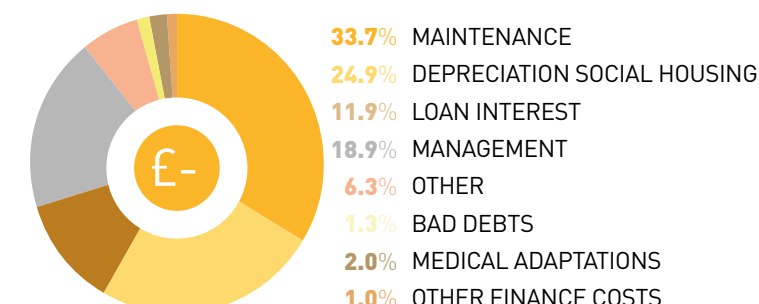
INCOME	TOTAL £,000	As %
Rents	4,758	92.6%
Other	277	5.4%
Medical Adaptations	79	1.5%
Interest Receivable	24	0.5%
<b>TOTAL</b>	<b>5,138</b>	<b>100%</b>

EXPENDITURE	TOTAL £,000	As %
Maintenance	1,365	33.7%
Depreciation - Social Housing	1,007	24.9%
Loan Interest	483	11.9%
Management	765	18.9%
Other	256	6.3%
Bad Debts	53	1.3%
Medical Adaptations	79	2.0%
Other Finance Costs	40	1.0%
<b>TOTAL</b>	<b>4,048</b>	<b>100%</b>

## INCOME



## EXPENDITURE





# Operations Review

One strand of our corporate vision is 'Sustainable Communities'. One group of Atrium employees who are heavily involved in helping make our housing communities places where people want to live, is our Operations Team. They deal with a range of issues which affect people's lives directly and indirectly, including issues such as rent and arrears, money advice, the allocation of empty properties, neighbour issues, and garden and landscape maintenance inspections.

16/17

## MONEY MANAGEMENT

Rental payment is our main source of income and ensures the financial viability of Atrium and our ongoing ability to invest in services, properties and communities.

Some of our tenants have a legal entitlement to support with their housing costs, for example because they are working but on a low income, retired on a state pension, infirm and unable to work or in receipt of other state benefits. The value of direct housing payments received during the reporting year represented over £2.7 million, maintaining the income received from this source from the previous year.

### In 2016/17 we:

- Collected over 99% of rent due - over £4.73 million.
- Maintained gross rent arrears at under 4%.
- Served 190 Notice of Proceedings with 16 court actions initiated. This represents a 10% decrease in NOPs served from the previous year. Staff continue to work with tenants who are the subject of legal action to make reasonable repayment arrangements and refer them to our in-house Money Advice Team to ensure all support is in place to try and manage the arrear. We have always

maintained that while tenants engage with us to address their financial issues, we will not progress legal action.

- Carried out three evictions against tenants who did not engage with us and did not find a solution to their debt problems.
- Assisted 26 applicants for Universal Credit to understand the new welfare benefit, following its implementation in February 2016. With the roll out of Universal Credit from October 2017, this will become an increasing part of our Money Management services.

## ESTATE MANAGEMENT & ANTI-SOCIAL BEHAVIOUR

While our main aim is to provide good quality homes with affordable rents, we know that residents' enjoyment can be affected by factors other than amenities. We aim to do everything we can to ensure tenants enjoy a peaceful, clean and tidy environment. This can be achieved by having a pro-active and strategic approach to the management of our properties, estates and neighbourhoods.

### In 2016/17 we:

- Dealt with 95 complaints of anti-social behaviour.

The majority of complaints were for minor breaches of tenancy simply requiring staff to speak to parties involved.

- Resolved over 97% of cases within prescribed timescales.
- Issued notices and recovered six properties that were identified as abandoned.
- Carried out regular estate inspections to ensure a high standard of grounds maintenance and cleanliness.

- Completed the annual Garden Competition, recognising gardens across our estates that had achieved a high standard of care.
- Completed weekly checks of all communal areas within flatted blocks to make sure they were being maintained, and identified areas for improvements.
- Continued to sit on the Steering Group for Our Place-Shortlees, progressing the Community Action Plan.



# Tenant Participation

We try to engage with tenants and other service users in a variety of different ways. Tenant participation is about our tenants taking part in decision making processes and influencing decisions about housing policies, housing conditions, and housing (and related) services. It is a two way process which involves the sharing of information, ideas and power. In 2016/17 we:

- Conducted a full consultation exercise on the annual rent increase using a variety of media. We received 50 replies, a considerable increase from previous consultation exercises, but we would like more.
- Issued two newsletters, sent out updates on Universal Credit and issued adhoc information flyers.
- Increased the use of social media through SurveyMonkey, email contacts and SMS messaging.
- Saw the formation of a new Tenants and Residents Group at Busbie Gardens, Crosshouse and assisted them to become a Registered Tenants Organisation.
- Undertook a full Customer Satisfaction Survey of all tenants, with over 400 face-to-face interviews conducted by an independent consultant.
- Launched our Facebook page.
- Supported a range of community initiatives - from sports sponsorship to charity donations and assisting with local clean up campaigns.



Our Money Advice Team supports customers who are struggling to pay their rent. The team offers free, impartial and confidential advice on a range of issues relating to budgeting, money and debt management, as well as problems with rent arrears.

#### In 2016/17 we:

- Helped 196 tenants
- Supported tenants to claim more than £502,019 in ongoing benefits
- Accessed £14,842.47 of Discretionary Housing Payments (DHP).\*
- Secured over £45,070 in lump sum payments
- Assisted tenants in receiving over £11,733 in backdated benefits

\* DHP payments awarded to tenants in previous years are automatically awarded each year thereafter.

## Money Advice



## Case Study

Our Money Advice Team is fully committed to helping customers receive their entitlement and increase their income. Often they go the extra mile too, providing additional support and encouragement where people need it. Here is just one example of how our Money Advice Advisors assisted a tenant.

Mr M was referred to our Money Advice Team by one of our Estates Officers after he had failed to pay his monthly rent charge.

On visiting Mr M, his mood was very low. He had recently become unemployed and was struggling with other health and personal problems. Mr M stated he had no money - he had made a claim for Job Seekers Allowance (JSA) but had not received any payments.

#### Our Money Advice Team supported Mr M in several ways:

- Firstly they helped him contact DWP regarding his JSA claim. He was informed this claim had been cancelled as he had not attended his appointment at Job Centre Plus.
- The team then assisted Mr M to apply for Employment Support Allowance (ESA) rather than JSA, due to his current alcohol intake and depression, as well as the Scottish Welfare Fund for a Crisis payment. Mr M received £88 for this, and also a Foodbank Voucher while his ESA application was processing.
- Next the staff helped Mr M apply for Housing Benefit (HB) and Discretionary Housing Payment (DHP) to help with payments towards arrears. They submitted a request to backdate both the ESA and HB to when Mr M had made his initial JSA application.
- Staff also encouraged Mr M to contact his GP who could support him with his health issues.

Mr M is now engaging well with services and is in receipt of ESA and HB, paying £5 weekly towards his arrears. He is also waiting to be admitted to a complete alcohol detox programme.

## Allocations

## & Voids

“ We were delighted to make such a significant contribution to reducing the number of homeless households within East Ayrshire. ”

We aim to provide good quality, affordable rented accommodation to those in greatest housing need. We work hard to make sure they are repaired to an acceptable standard for new tenants in a reasonable period of time.

#### In 2016/17 we:

- Re-let 101 properties.
- Made 187 formal offers to achieve the 101 lets.
- Allocated 35% to applicants on the Waiting list, 24% to the Transfer list, 25% to the Homeless list and the remaining 16% to the Strategic Needs list and the Outwith The District list. We were delighted to make such a significant contribution to reducing the number of homeless households within East Ayrshire, exceeding our target of lets to applicants on this list by 7%.
- Helped process a share of 3,342 new housing applications, bringing the total number of housing

applicants on SEARCH, East Ayrshire's Common Housing Register to 4,339.

- Had only 12 void properties at 31 March 2017.
- Terminated and repaired 102 properties during the year, representing under 10% turnover of our stock. This was consistent with previous years.
- Took an average of 50 days to re-let our properties. This represents an increase on the previous year. A combination of extended repair timescales and difficult to let properties resulted in this increase, however we recognised this and introduced measures which have significantly improved performance in this area in recent months.
- Said goodbye to the Right to Buy in August 2016, meaning no further sales of Atrium stock.



# Repairs Service

Atrium recognises that for the majority of tenants, repairs is a top priority and the service received in this area shapes how many customers view the organisation and its performance overall. We are committed to taking good care of our properties so that our tenants can live in a safe, comfortable environment - and to make sure we protect our assets and investment.



13.

## GAS SERVICING



Atrium had 1,120 properties with gas installations requiring to have an annual landlord safety check carried out. We fulfilled our statutory obligation, with 100% of these properties having their Certificate (CP12) renewed before their anniversary date, fulfilling our statutory obligation.

## MEDICAL ADAPTATIONS



We believe it is important to help people who have support needs to live independent lives. With funding of £78,000 from the Scottish Government, we were able to undertake a range of medical adaptations for the year including:

- 11 wet floor showers
- 16 handrails
- 19 grabrails
- 3 stairlifts
- 2 ramps
- 8 bannisters

## We completed 96.24% of all repairs right first time (against 92% last year).

## REACTIVE REPAIRS

We aim to offer a prompt, high-quality service to make sure our properties are always well looked after and meet the needs and expectations of our tenants.

In 2016/17 we:

- Recorded and processed 3,314 one-off repair requests (approximately 63 per week):
  - 225 were emergency repairs (35% less than last year). On average, these took 2.04 hours to complete from the time reported (against 2.64 hours last year).
  - 3,089 were non-emergency repairs, completed in an average of 3.41 days (against 4.14 days last year).
  - on average, each property within the stock had 2.99 repairs carried out over the year, a small decrease from the previous year.
- Completed 96.24% of all repairs right first time (against 92% last year).
- Kept over 93% of repairs appointments.





# Asset Management & Investment Activity

## REMODELLING & NEW BUILD ACTIVITY

### New Offices in Shortlees

We celebrated our first anniversary of moving into our new offices in the heart of Shortlees, and the response from our staff and customers regarding the finished product has been really positive. The 12 month final defect check has been carried out by the contractor and the project has now officially been signed off. Externally we added signage and completed the landscaping to give the building a greater presence within the area.

### Earlston and Blacksyke Avenue Regeneration Proposals, Shortlees

The Earlston and Blacksyke development started on site in February 2017 with our construction partner McTaggart Construction. This exciting new development, part funded by the Scottish Government, will help to enhance the aesthetic of the area and provide an additional 43 new affordable homes for our customers. The project marks a £4.25 million investment in new homes within Shortlees and is due for completion in Spring 2018.

As part of our commitment to the economic development of Shortlees, we teamed up with McTaggart Construction to provide apprenticeships and training opportunities for young people in our estates. We were delighted that following successful completion of a four week work placement, Shortlees residents Connor Adam (19) and Alexander Wright (16) were appointed to stay on site as registered apprentices in groundworks and construction.

### Russell Court, New Farm Loch

The conversion of the 3 bedroom maisonette flats at Russell Court into six 1 bedroom flats was fully designed, tendered and works commenced on site in January 2017. The project has made a real visual impact on the area and represents over half a million pounds investment in modernising our housing portfolio. It will provide six new homes for rent and is due for completion in Summer 2017.

### Atholl Steel Properties, Shortlees

Following on from our customer consultation events to discuss the potential options for modernising our Atholl Steel homes, this year we undertook a programme of bathroom replacement and reconfiguration to provide a more functional living arrangement which maximises the existing space and better fits the needs of our customers.

Several properties were not included in the programme, as we undertook consultation on the possibility of demolishing them to make way for new build development, subject to funding and statutory consents. This process will be concluded in 2017/18



# Future Years' Activity



“Eight Atholl Steel four-in-a-block properties have been identified as key to potentially opening up further new build activity in the area.”

### Asset Management Strategy

We completed a 100% stock condition survey for our housing portfolio, which will be essential in informing the new 2017-2022 Asset Management and Investment Strategy (AMIS). AMIS will help us to achieve our vision in respect of and will set out the 5 year investment plan for our homes with a focus on:

- customer satisfaction and engagement
- improving the internal and external environment of our homes
- maximising community benefits
- achieving the Energy Efficiency Standard for Social Housing (EESSH) and
- optimising the efficiency and effectiveness of our Procurement and Asset Management processes.

Atrium Homes is also now a member of the Scottish Procurement Alliance (SPA), which will help in our quest to maximise the benefits our procurement activity brings to our communities.

### Sunnyside Square West

In addition to the bathroom reconfiguration of our Atholl Steel homes, eight Atholl Steel four-in-a-block properties have been identified as key to potentially opening up further new build activity in the area, if they were demolished. Consultation is currently underway with our customers within these blocks, as well as preliminary discussions with Scottish Government regarding potential funding. Site viability investigations are also underway.

## MAJOR REPAIRS AND IMPROVEMENTS

### Planned Investment 2016/17

Throughout 2016/17, we worked with our contractor CCG towards the completion of the agreed 3 year Major Repairs Programme across our homes.

- We replaced 80 bathrooms; fitted 18 new external doors; completed seven electrical rewires; installed 11 wet floor shower units and one A-rated condensing boiler. The majority of the improvement works were completed as part of the Atholl Steel remodelling and reconfiguration works.
- Where required, we also installed and electrically tested the mechanical ventilation within our kitchens and bathrooms, along with our Smoke, Heat and CO Detectors, with over 340 new components renewed.
- In addition, we undertook essential electrical repairs, as recommended following the cyclical electrical testing. We also reconfigured the existing alarm system at our Busby Court estate.

### Completions for planned activity in 2016/17:

Scope of Works	No of Units
Bathrooms	80
External Doors	18
Boilers	1
Electrical Rewires	7
Wet Floor Showers (Medical Adaptations)	11

Overall we spent over £1.4 million across our repairs and maintenance investment programme in 2016/17.

### Cyclical Maintenance

- During this year CCG also completed the planned programme of cyclical maintenance, including electrical testing, gutter cleaning and external paint work. As with the planned activity, this has continued across the programme period.
- The core cyclical activity of gas servicing and landscape maintenance proceeded as scheduled, undertaken by James Frew Ltd and Euro Environmental Group Ltd (EEG), respectively.

### Energy Efficiency Standard for Social Housing (EESSH)

We applied for Housing Energy Efficiency Programme (HEEPS) funding through East Ayrshire Council (EAC) and will continue to work in partnership with EAC and the Energy Agency (EA) to maximise potential funding streams and opportunities for collaboration and joint working.

### Atrium Initiatives – Services Activity

Our subsidiary Atrium Initiatives continued to provide follow-up development services to Barrhead Housing Association to deliver a new housing development of 15 flatted units for them at Darnley Road, Barrhead and works were completed in April 2016. We went on to assist Barrhead HA with the viability assessments of two other key sites at High Street Kirkstyle Lane, Neilston and Walton Street, Barrhead.

We continued to work on progressing several maintenance projects with owner occupiers who have homes linked to Atrium properties. Some of these projects have been delayed due to having to tender on several occasions to try and achieve best value for owner occupiers and Atrium. We aim to complete them in 2017/18.

“I can't speak highly enough of the workmen that have come out to my property; they are a real credit to Atrium.”  
Mr B

## ATRIUM PROPERTY SERVICES

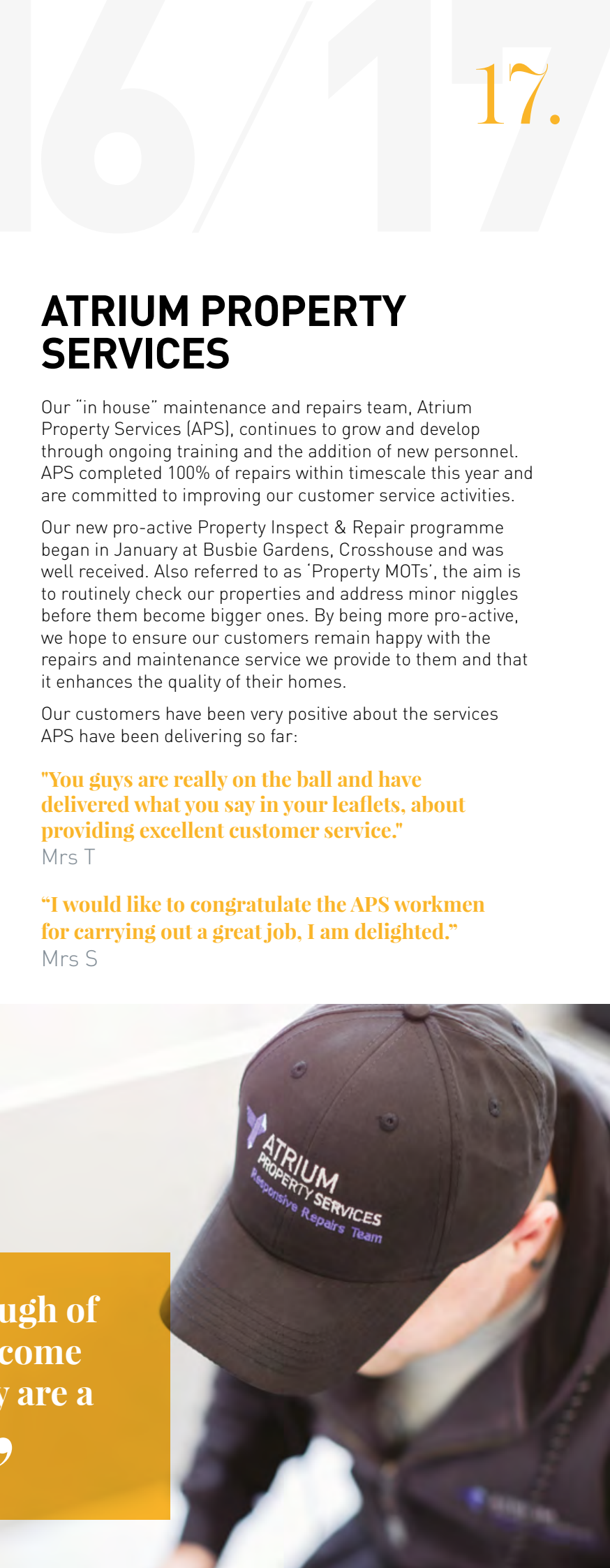
Our “in house” maintenance and repairs team, Atrium Property Services (APS), continues to grow and develop through ongoing training and the addition of new personnel. APS completed 100% of repairs within timescale this year and are committed to improving our customer service activities.

Our new pro-active Property Inspect & Repair programme began in January at Busbie Gardens, Crosshouse and was well received. Also referred to as ‘Property MOTs’, the aim is to routinely check our properties and address minor niggles before them become bigger ones. By being more pro-active, we hope to ensure our customers remain happy with the repairs and maintenance service we provide to them and that it enhances the quality of their homes.

Our customers have been very positive about the services APS have been delivering so far:

**“You guys are really on the ball and have delivered what you say in your leaflets, about providing excellent customer service.”**  
Mrs T

**“I would like to congratulate the APS workmen for carrying out a great job, I am delighted.”**  
Mrs S





# Community & Events

## GARDEN COMPETITION

Atrium's green fingered tenants were recognised through our annual Garden Competition. Judging took place over the summer months of 2016 across all our estates, resulting in two main winners and nine runners-up. The winner of the Best Overall Garden was

### Miss M of Darlington View

in Stewarton, while the Best Feature Garden was awarded to

### Miss M of Victoria Court

in Stewarton.

Both tenants won £50, while the runners-up received a certificate and a £10 voucher.



## FACEBOOK

Communication with our customers is a key part of our services and we are always open to ways of improving it.

In December 2016, we launched our social media presence on Facebook and it has proved to be an excellent way of getting in touch with a large group of our customers.

## SPRING CLEAN

In what's become a key event in our office calendar, Atrium staff enthusiastically "sprang" into action in March to support the children of Shortlees Nursery with their annual spring clean of the estate. This year the weather was unfortunately against us, but our intrepid volunteers, nursery staff and children, braved the elements and did an amazing job to help make the estate litter free.



## CHRISTMAS ELVES

A number of Atrium tenants received a doorstep surprise in the run up to Christmas last year, as the Atrium Elves went out and about delivering "Holiday Hampers" to the winners of our Christmas draw. The draw was exclusive to our tenants and 25 lucky families received a hamper worth up to £75.



## CUSTOMER SATISFACTION

As part of our Customer Satisfaction Survey, 450 tenant households were interviewed face-to-face to assess satisfaction levels with us and the services we provide. We were delighted that the significant majority of our tenants were satisfied/very satisfied with the services they received, but a little disappointed that some of the results were not as good as we had hoped for. As part of our commitment to continuous improvement, we have reviewed the responses in detail and already changed some services. We will be following up on other services via focus groups in the coming year.

## SHORTLEES ESTATE ENTRANCE FEATURE

Atrium successfully applied for Big Lottery funding via the Our Place-Shortlees initiative to provide an entrance feature for the estate along the lower part of Caprington Avenue. The proposal was supported by the Our Place-Shortlees Steering Group and was promoted to local residents at an open day in the local community centre in the early summer. We facilitated this project on behalf of all the people in the greater Shortlees area, regardless of their tenure.



## MONEY ADVICE SERVICE

Scottish Legal Aid Board (SLAB) funding for our Money Advice Team came to an end in March 2017, after three years. Although SLAB funding has ended, it is not the end of the Money Advice Team. We considered this such an important service that we opted to meet running costs for a further two years until March 2019. Now as an Atrium in-house service, it will be able to reach a broader group of customers than previously possible under SLAB funding rules.





Atrium House  
14 Central Avenue  
Shortlees  
Kilmarnock  
KA1 4PS

[atrium-homes.co.uk](http://atrium-homes.co.uk)



Welcome to  
Atrium House