



**ATRIUM
HOMES**

The Landlord of Choice

YOUR HOME

THE NEWSLETTER OF ATRIUM HOMES | NO. 56 - WINTER 2022

MERRY CHRISTMAS EVERYONE!

ATRIUM ELVES' CHRISTMAS SPECIALS

The Atrium Elves are out and about again this year, spreading Christmas cheer and goodwill to many of our tenants. We know what a difficult winter this will be for many, so we're trying to spread our Christmas support as fairly as we can and to those who need it most.

Drop ins for all

We've continued to run our weekly Wednesday drop in surgeries for help and support to all with any cost of living related problems. During December, everyone who attended received a £10 supermarket voucher.

Over 75s - Enjoy an Elfie Christmas Dinner on us!

The Elves want to do something special again for Atrium's older tenants this year. So if you're over 75, keep an eye out for a special delivery! Households over 75 will receive a gift of supermarket vouchers towards their own Christmas - or maybe some treats for the grandkids!

The Elf Advent Calendar Giveaway

The Elves have come up trumps again! Every day from 1st to 24th December, the Elves will randomly select an Atrium tenant from their special Elf Advent Calendar and each one will receive £50 of supermarket vouchers.

And the great thing is, you don't have to do a thing - as an Atrium tenant, the Elves will make sure you're in the daily draw. Good luck!

Elfie Energy Fund

At Atrium we recognise that some of our homes are less energy efficient than others. Each home has an Energy Performance Certificate and is given an energy efficiency rating. For all our properties with a D and E rating (the

lowest we have), we'll be giving an additional festive payment to help with heating costs.

If you are struggling to keep your homes warm enough, please get in touch with us because there is help available from agencies that we can refer you to.

Elf Assistance

Don't forget, the Elves are here to help everyone. So if you need our help this Christmas with any welfare matter (benefits, food, paying the bills, etc), please get in touch. Just phone us on **01563 528 816** or email **info@atrium-homes.co.uk**. We'll be glad to do what we can to make your Christmas merrier. This fund is supported by Atrium's planned investment contractor, CCG.



Dear Tenant

Welcome to Atrium's Winter 2022 newsletter.

This edition focusses strongly on supporting people through this cost of living crisis. We've provided lots of information on energy saving, ways to keep costs down and agencies to turn to if you're struggling.

We're acutely aware of the impact of the cost of living crisis on tenants and this year as CPI hits 10.1% - the highest the UK has seen since 1981 - we're looking carefully at the affordability of our services and how best to support you during these difficult times.

We're coming up to that time of year where we think about our budgets for the next financial year starting in April 2023. As a key part of that, we'll soon be starting our statutory consultation with you on what rent level we set from next April.

You've probably heard that between now and the end of March 2023, all rents - for social housing tenants and for private tenants - have been frozen by the Scottish Government as a result of the cost of living crisis. This has not had a significant impact on us, as we only increase rents once a year, every April.

At this stage, we're assuming we'll be free to set our rents - following consultation with tenants - from next April. Getting those consultations underway now is something that both the Scottish Government and Scottish Housing Regulator are keen to see happen.

As an organisation which is focussed on our tenants, our 2023 rent increase was never likely to be anywhere near the forecast inflation rate, as we were prepared to take direct action to protect the people we support. This means that we will inevitably 'take a hit' as a significant amount of cost inflation is absorbed.

The voice of tenants is critical and we want to use our rent consultation with you to try to identify the right balance between rent levels which are reasonable and proportionate, but which allow for continued investment in services and homes - not least, investment aimed at reducing your energy bills.

Government ministers have said they will take into account what rent increases are being consulted on when they make a decision - no later than mid-January - on what the position will be on social housing rents from April 2023.

The cost of living situation affecting our tenants, and the many inflationary pressures which Atrium has been facing, make it especially critical that our consultation with you tries to find the right balance between rent affordability and the need to maintain our services and continue investing in our homes.

Over the years, we've developed ways to support tenants in need. We'll work to protect as far as possible, those welfare-related services that work with and support people who are struggling to pay their rent or who are suffering wider poverty.

Every household is different and faces different circumstances.

- Our rent setting for 2023 will be based on full and transparent consultation with you, our tenants.
- We will absorb at least some of the cost of inflation to protect you.
- Wherever possible, we will look to find ways for those who need it most to access the support they need.
- We will be honest about the impact that inflation is having on our organisation.

We're managing an increasingly challenging cost environment, with many of our costs going up by far more than reported inflation, especially the cost of repairing and improving your homes. This includes our Homes Fit For 21st Century Living programme which has continued through the pandemic but at a slower pace than we'd originally planned. Our contractor, CCG, is currently working on Phase 3 of the programme.

We're committed to improving your homes by replacing kitchens and bathrooms, and improving the energy efficiency of your homes to help limit your energy costs.

We might, however, have to make some difficult decisions over the coming months as we look at balancing how we keep your rents affordable with the increased cost of carrying out maintenance and improvement works to your homes. Restricting rent increases for next year might mean that we have to slow down the Homes Fit For 21st Century Living programme even more. We'll also be looking at whether we should be spending money on different priorities in the short term, like making your homes easier to heat.

We're still committed to making the improvements we consulted with you on in 2018, but we'll need to be realistic about what we can do in the short to medium term, while making sure your homes are healthy, safe and secure, and that you're getting the right support to sustain your tenancies.

Best wishes,

Shannon Watson
Chief Executive



Garden Competition 2022

PRIZE WINNERS

Atrium's annual garden competition final was held in August. Throughout the summer, nominations were submitted by Atrium Homes' staff and Atrium tenants.

A staff panel selected winners anonymously in various categories such as growing own veg, best front garden and hanging baskets or pots. In total, 12 winners were selected, with 1 overall winner receiving a £50 garden voucher and the 11 runners up all receiving a £25 garden voucher.

Congratulations to all!

PORTAL PRIZES

In the prize draw for all portal registrations, Miss R from New Farm Loch was the lucky winner of the iPad Mini.



Condensation Control

At this time of year especially, condensation can start to form due to the level of moisture in the air caused by cooking, washing or drying clothes indoors.

When the moist air hits cooler surfaces it turns into water, which can sometimes lead to mould growth.

Condensation is most likely in places where there is little flow of air, particularly in corners, on or near windows, and behind wardrobes or cupboards.

What can be done to prevent it?

- Wipe down the windows and sills if they have moisture on them.
- Keep rooms on a low heat setting.
- Cover pans when cooking.
- Always vent tumble dryers.
- Close the door when having a bath or shower and turn the extractor fan on.
- If you dry clothes indoors, open a window.
- Don't dry clothes on radiators.
- Leave space between the back of furniture and the wall to allow air to circulate.

- Keep the vents in your windows open.
- If mould occurs use an anti-fungal wash and follow the manufacturer's instructions.

We are happy to visit to help you reduce condensation levels and to provide advice. To arrange a visit please contact the Investment Team.

Hello

I hope you're all keeping well. I signed off my address in the last newsletter hoping that things would get better for us all in 2022. Who could have known then the state that the world would be in now?

These are unprecedented times that we live in with the cost of living and the cost of keeping our homes warm, increasing far beyond what any of us have experienced before. We're keenly aware of the difficulties our tenants are facing at this time.

Atrium's Board is continuing to support the management of Atrium Homes, helping to shape its strategy as it works to ensure we provide the best possible service to you.

The Board is made up of volunteers who give their time to Atrium Homes. It meets 10 times a year and there are also sub-committees which meet once a quarter and deal with the three main areas of Atrium's business - Operations, Investment & Finance, and Audit & Staffing.

We've continued to hold meetings, moving to a hybrid solution that works for the Board, helping it to take care of business effectively.

We were sad to say goodbye to three long-serving Board members at our AGM in August: Marie Coyle, Ken Stewart and David Sherlock. The rest of the Board and I want to thank them for all the support and time they gave to Atrium over the years while they were members.

At the same time, we welcomed four new Board members and Julie, our tenant co-optee, was confirmed as a full Board member, at our AGM. We look forward to working with the Board, helping Atrium to continue delivering the best possible service to you over the coming months.

We're always keen to hear from tenants who would like to work with us to help shape our services and how they're delivered. Being on the Board is not the only way that you can do this, as you can be involved in a number of less formal ways. These include groups like our Armchair Panel and our Tenant Scrutiny Group. You can find out more on our website at www.atrium-homes.co.uk/get-involved/.

Here's hoping that things get a bit easier for all of us in 2023.

Best wishes for Christmas and 2023.

Joe Keen
Chair



EMERGENCY REPAIRS SERVICE

Keep these numbers next to your phone for easy reference.

EMERGENCY REPAIRS
Atrium Property Services
01563 528 816

GAS EMERGENCIES
GasSure
01294 468 113

GAS LEAKS
Scotland Gas Networks
0800 111 999

GENERAL REPAIRS
Atrium Homes
01563 528 816

Please only use the out of hours emergency service when it is a REAL emergency such as:

Burst or leaking pipe



Loss of power to the house



No heating or hot water



Storm damage which requires action to ensure the property is wind and watertight.



If the problem can wait until office hours with only minor inconvenience, it would not be classed as an emergency. If tradesmen are called out to incidents that are not emergencies or are found to have been caused by you, we will recharge the cost of the call out. The minimum cost of this is £75.



Christmas and New Year Holidays

Atrium's offices will be closed completely over the holiday period. We'll close on Friday 23rd December 2022 at 4pm and re-open on Thursday 5th January 2023 at 9am.

If you have any emergency repairs during this period, please phone the office on **01563 528 816** and you'll be redirected to our emergency service.

Festive Fire Safety

- Please be aware of the extra risks of fire in your home at Christmastime - fairy lights, candles, etc. are all potential fire hazards. It's vital to be extra vigilant and review your fire precaution measures.
- Remember the Fire Service can provide advice on fire prevention and the action you should take in the event of a fire. To arrange a Home Fire Safety Visit, log on to www.firescotland.gov.uk.
- We provide both smoke and carbon monoxide alarms, and carry out an annual inspection of both. However we encourage you to undertake periodic checks yourself, by pressing the test buttons. If the alarm fails to sound, report this to us.

Paying Your Rent at Christmas

It's important to pay your rent on time. Every Atrium tenant is due to pay their rent on the 1st of the month, as detailed in your tenancy agreement. Although the Atrium office and shops will be shut over Christmas, that doesn't mean you can't pay your rent. There are plenty of other ways to make a payment:

ONLINE OR PAYPOINT OUTLET

Pay via the [website www.allpayments.net/allpayments/](http://www.allpayments.net/allpayments/)
Or pay at any Post Office or other outlets which display the PayPoint sign using your rent payment card.

ALLPAY APP

Go to the app store and download the allpay app. To use this, you'll need your rent card and your debit/credit card. Simply follow directions to set up. Once set up, this is a quick and simple way to make rent payments. It stores the last six months' transactions, so you can always check if you've made your rent payment.

CALL US

You can phone the office on **01563 528 816** up to 23rd December 2022 and pay by debit or credit card.

DIRECT DEBIT

You can pay monthly by setting up a Direct Debit. To do this call us on **01563 528 816** - please have your bank details ready before you call. We'll set up your Direct Debit and you'll receive a letter from our Direct Debit provider - allpay.net - within 7 days.

BACS/FAST PAYMENT

Transfer your rent straight to our bank account: Sort code 82-65-30, Account Number 30300484. Please make sure you quote your Customer Account Number so your payment is assigned to the correct account. If you need your Account Number, please contact us at the office.



Annual Return on the Charter

Atrium submitted its 8th Annual Return on the Charter in May 2022 to the Scottish Housing Regulator. The ARC Report is broken down into 5 sections: Homes & Rents; Tenant Satisfaction; Quality & Maintenance of Homes; Neighbourhoods and Value for Money.

Homes & Rents

At 31 March 2022

No. of homes owned by Atrium:
1,209

Total rent due for year:
£5,635,870

Increase on weekly rent for 2022/23:
4.7% on average from previous year

At Atrium Homes we allocate all our available properties through the Common Housing Register for East Ayrshire, known as SEARCH. Properties are allocated from 5 lists, with targets for each agreed at the start of the year- Waiting, Transfer, Homeless, Strategic Needs and Outwith the District.

| Size of Home | Number of Homes Owned | Atrium rent p.wk. | Scottish Average |
|--------------|-----------------------|-------------------|------------------|
| 1 Apartment | - | - | £75.95 |
| 2 Apartment | 123 | £75.75 | £81.32 |
| 3 Apartment | 564 | £87.26 | £84.18 |
| 4 Apartment | 481 | £99.99 | £91.48 |
| 5 Apartment | 41 | £109.65 | £100.74 |



Tenant Satisfaction

Of the tenants who responded to this landlord's most recent satisfaction survey:

| | Atrium | Scottish Average |
|---|--------|------------------|
| Tenants satisfied with landlord's overall service | 81.9% | 87.8% |
| Tenants who felt their landlord was good at keeping them informed about its services and outcomes | 84.2% | 91.2% |
| Tenants satisfied with opportunities to participate in landlord's decision making | 78.1% | 86.9% |

Quality & Maintenance of Homes

We aim to provide well maintained homes for all our tenants.

| | Atrium | Scottish Average |
|---|-----------|------------------|
| Landlord homes meeting the Scottish Housing Quality Standard | 73.9% | 73.2% |
| Average time taken to complete emergency repairs | 2.4 Hours | 4.2 Hours |
| Average time taken to complete non-emergency repairs | 17.8 Days | 8.9 Days |
| Reactive repairs completed 'right first time' | 86.5% | 88.3% |
| Tenants satisfied with the service they received for repairs or maintenance carried out on their home | 85.5% | 88.0% |

Neighbourhoods

For every 100 of your landlord's homes, 14.1 cases of anti-social behaviour were reported in the last year.

| | Atrium | Scottish Average |
|--|--------|------------------|
| Percentage of anti-social behaviour cases resolved within targets agreed locally | 97.7% | 94.7% |

Value for Money

We recognise the importance of delivering value for money in all our services.

| | Atrium | Scottish Average |
|--|-----------|------------------|
| Percentage of total rent due in the year collected by landlord | 100.4% | 99.3% |
| Percentage of rent due but not collected due to empty homes | 0.4% | 1.4% |
| Average number of days taken to re-let homes | 21.9 Days | 51.6 Days |



Coping with **Bigger Bills**

Household bills are increasing every day for Atrium households. The cost of living and the energy crisis are the major factors in your bills costing more each month. If you're struggling to pay your bills, help is available. To access this, it's vital to contact the right source of support for what you need. Read on for more information, including links to some organisations and funding that can help you manage your money, provide financial support and check if you're eligible for benefits but, most importantly, contact us on **01563 528 816** and we'll give you as much information and support as we can.

General Information

East Ayrshire Council Cost of Living Crisis website
www.east-ayrshire.gov.uk/Community/cost-of-living/cost-of-living.aspx

Scottish Government's Cost of Living Crisis website <https://www.costofliving.campaign.gov.scot/>

Fuel Support

Energy Bills Support Scheme

All households with a domestic electricity connection in Great Britain are eligible for a £400 discount on their bills. This will be deducted over six months from October (£66 off your bills each month) and will be credited automatically to accounts. There's no need to contact your energy supplier to arrange this. For pre-payment meters, the discount will be added to the meter or paid via a voucher. Your energy supplier will need your correct details to make sure you receive this.

Child Winter Heating Assistance

This is a payment of £214.10, paid once a year to parents and carers of disabled children and young people under 19 who receive a qualifying benefit. If you're not receiving this payment but think you may be eligible, contact Social Security Scotland on **0800 182 2222** Monday - Friday 8am to 6pm.

Warm Home Discount

This is a £150 payment towards your energy costs, managed by participating energy suppliers. To apply for the discount, speak to your energy supplier directly.

Winter Heating Payment

If you're currently eligible for Cold Weather Payment from DWP and your circumstances haven't changed, you'll be eligible for a Winter Heating Payment.

Winter Fuel Payment

If you were born on or before 26 September 1956, you could get between £250 and £600 to help pay your heating bills. You'll receive your Winter Fuel Payment automatically.

Prepayment Meter Support

Help is available if you use a prepayment meter. Support depends on your personal circumstances. Contact your energy supplier to get precise information. Remember - if your energy supplier has issued you with a voucher, it has to be used within 90 days.

Fuel vouchers

If you're struggling to top up your pre-payment meter, you can contact your local council or foodbank for a fuel voucher.

Advice Direct Scotland

Provides funding and support. This includes the Home Heating Support Fund which offers households financial relief to help with significant financial hardship, no matter the fuel or payment method. Call them on **0808 800 9060** from Monday to Friday, 9am to 5pm, or apply via the Home Heating Advice website <https://homeheatingadvice.scot/>

They also offer help for anyone who needs to resolve an issue with their energy supplier. Find out more by calling **0808 196 8660** from Monday to Friday, 9am to 5pm, or via the Energy Advice Scotland website <https://energyadvice.scot/>

Debt advice

Citizens Advice Scotland

Help with queries about employment, housing, debt, benefits, and consumer issues like energy bills and many other topics. Call their helpline on **0800 028 1456** from Monday - Thursday, 9am to 3pm and Friday, 9am to 12 noon. You can also visit their website www.cas.org.uk/

Citizens Advice Money Talk Team

Along with general advice, Citizens Advice Scotland also have a dedicated debt and money advice team. Call 0800 085 7145 or visit their website <https://moneytalkteam.org.uk/how-contact-money-talk-team>

Age Scotland

Provides advice for older people on finances, welfare and benefits rights, health and wellbeing, home and care, travel and lifestyle, and work and learning. Call them on **0845 833 0800** Monday - Friday 9am - 5pm or visit their website www.ageuk.org.uk/

National Debtline

Gives free and independent debt advice over the phone and online. Call them on **0808 808 4000**, Monday to Friday, 9.30am to 1pm, or visit their website www.nationaldebtline.org/

Other Financial Support

The Council Tax Rebate scheme

If eligible, you'll receive a £150 payment by 30 September 2022 to help with the rising cost of living. Your local council will generally make the payment directly to your bank account.

Section 12 payments

If you're a vulnerable person aged 18 or over, you can get help to cover emergencies and debts. This assistance can come in the form of cash payments or vouchers. Contact your council for more information.

Top tips to save money on your energy bills

Energy bills went up at the start of October, with the average household now set to pay £2,500 a year on gas and electricity - a rise of £500. While energy-saving measures won't make up for the sharp rise in prices, taken together, lots of small changes could save you hundreds of pounds a year.

So we've put together some hints and tips to help you use your energy as efficiently as possible over winter.

Cost of using household appliances will increase

| Appliance | Apr 2022 price (p) | Oct 2022 price guarantee | Increase | Increase per year |
|-------------------------|--------------------|--------------------------|----------|-------------------|
| Kettle (2000W) | 8.24p per boil | 8.37p per boil | 1.13p | €12.30 |
| Fridge (126 litre) | £40.98 per year | £49.64 per year | | £8.76 |
| Washing machine (8kg) | | | | |
| - Low efficiency model | 25.24p per cycle | 26.69p per cycle | 4.36p | €9.30 |
| - High efficiency model | 18.62p per cycle | 20.99p per cycle | 2.79p | €3.75 |
| Games console** | | | | |
| - 15p per day | 15p per day | 19p per day | 4p | €2.04 |
| Microwave (800W) | | | | |
| - 2.61p 5 minutes | 2.61p 5 minutes | 2.79p 5 minutes | 6.17p | €2.04 |

*Calculation based on filling kettle to maximum capacity and boiling three times a day
**PS4 has been a day longer and left on standby
Based on UK price cap electricity rate: April 2022 (24 pence per kWh), October 2022 (34 pence per kWh)
Source: Sust-it.net



Use an air fryer or microwave instead of an oven

Ovens can be an inefficient way of cooking as they involve heating a relatively large space. Using a microwave, pressure cooker or air fryer instead could save money. For example, since 1 October it costs 3p to heat up a frozen ready meal in a 800W (watts) microwave for seven minutes. It would cost 40p for 35 minutes in a 2000W oven, energy efficiency website Sust-it www.sust-it.net/energy-calculator.php estimates. Microwaves usually save energy as they cook faster. For example, a baked potato could take 90 minutes in an oven, 45 minutes in an air fryer and 10 minutes in a microwave.

Switch to LED lightbulbs

Lighting makes up 11% of the average UK household's energy consumption, according to The Energy Saving Trust and Which?. Switching to LED bulbs can make a big difference. A household using a dozen 40W incandescent or

halogen bulbs for four hours a day could spend about £238 per year, Sust-it estimates. LED equivalents would cost £41.70 - a saving of £196.30 a year. LED bulbs can cost more, but have a longer lifespan and so will save you money over time.

Take control of your central heating

Set your thermostat at the lowest comfortable temperature (often 18 to 21C). Turning your thermostat down just one degree could cut your bills by about £145 a year, The Energy Saving Trust says. This is based on a semi-detached house with the heating on between 7am-9am and 4pm-11pm on week days, and between 7am-11pm at weekends. In smaller homes, like a terraced house or a flat, the savings will be lower. You can also turn the heating off in rooms you're not using. Bleeding radiators to remove trapped air and moving furniture away from them helps warm air flow more easily around a room.

Make better use of appliances

Washing machines and tumble dryers can be energy hungry, but there are ways to use them efficiently. Use any eco settings and turn your machine down - particularly if clothes aren't that dirty. Washing clothes at 30 C and using one less cycle a week could save £28 a year, The Energy Saving Trust says. If you can, dry clothes outside instead of in a tumble dryer. It will cost at least £36 a year to run an energy efficient dryer from October, based on average usage, or as much as £159 for an inefficient model, Sust-it says.

Take shorter showers

A typical household with gas heating will see about 12% of its energy bill used to heat water for showers, baths and taps, The Energy Saving Trust says. Cutting your shower time from eight to four minutes could save you £70 a year. This is based on five showers a week.

WINTER WARNINGS

At all times of the year, it's vital that you keep yourself safe in your home, but especially during the harsher winter months. We'll carry out necessary statutory checks such as gas servicing, but there are also things that you can do yourself to protect your family and home.

FROST PRECAUTIONS

If we have a harsh spell of weather, there's risk of damage to your home due to frost or flooding from frozen pipes.

To avoid burst pipes

- Keep your home reasonably warm day and night
- Open internal doors
- Check pipes regularly
- Check your insurance

If the water pipes freeze

- Turn the water off at the main stopcock. You should find this under the kitchen sink or where the service pipe enters your home.
- It's best to let the pipes thaw naturally, but you can try to thaw the ice in the pipe with a hot water bottle or hairdryer (taking care to keep it well away from any water). NEVER use a heat gun or blow torch.
- If the hot water system is frozen, turn off any water heaters.
- If you have some water, fill available containers to ensure you have an adequate supply of water should the pipes freeze further.

If a pipe bursts

- Turn the water off at the main stopcock and open all your taps to drain water from the system. Remember to close the taps again when you're finished. (Make sure you know where the stopcock is - it's usually on the ground floor, under the kitchen sink or in a downstairs toilet.) Closing the stopcock will stop the supply of mains water into your house, helping to reduce damage.
- Turn off water heaters.
- Find the leak and bind it tightly with a towel, placing a bowl below to catch any drips.
- If water is lying on top of a ceiling and making it bulge, pierce the ceiling using a screwdriver to let the water escape.
- If electric cables are wet, switch off the supply at the mains. DO NOT TOUCH THE CABLES THEMSELVES.

Contact our office for assistance on **01563 528 8126** or outside office hours, contact our emergency service (see page 4).

BOILER AND HEATING PROBLEMS

Some boilers have a condensing pipe that drains to the outside, and the liquid in this pipe can freeze in extremely low temperatures causing the boiler to shut down. The pressure gauge on your boiler should sit between 1.5 and 2.0 when the

boiler is running. If the pressure keeps dropping, then there may be a leak in one of the heating pipes. Report any of these faults to our Gas Heating contractor GasSure on **01294 468 113**.

STORM DAMAGE

It might not be cold, snowy weather that your home is exposed to over the winter months - there's a risk of storm damage too.

If tiles are blown off your roof but there is no water penetration

- Contact Atrium on **01563 528 816**. We'll log the details of your repair, which will be classed as a Routine Repair and a roofer will call within 7 working days if safe to do so.

If water starts to leak through the roof

There's roofing felt under the tiles and this should prevent water coming into your house. However if your roof does start to leak:

- Use a bucket or container to catch any water coming into rooms and lay a plastic sheet over any possessions that are close to the leak.
- Tell us immediately to update the information, especially if there's any doubt about water in your electrics.

Annual Assurance Statement 2022

As part of our Governance and Compliance Requirements, Atrium's Board is required to submit a formal statement every year to the Scottish Housing Regulator (SHR) outlining our compliance or otherwise with their Regulatory Framework. This year's statement, considered and approved by the Board, is below:

Annual Assurance Statement 2022

As an organisation committed to continuous improvement, Atrium Homes has embraced the self-assurance process, and the Board has continually monitored organisational performance and compliance.

It is the judgement of the Board of Atrium Homes that we have appropriate assurance we continue to materially comply with:

- all relevant regulatory requirements set out in Chapter 3 of the Regulatory Framework
- all relevant standards and outcomes in the Scottish Social Housing Charter
- all relevant legislative duties

This judgement extends to our wholly owned subsidiary Atrium Initiatives. In making our judgement, the Board has taken account of the impact of the Covid-19 pandemic for part of the year under review, together with recent national and international political and economic developments, and the consequent business, economic and social impacts. We are also updating our Business Plan to take account of delayed major improvement expenditure to date and the potential impact of any extended rent controls on the organisation's plans, and will share this with our key stakeholders.

We made stakeholders aware of the limitations placed on our core services by the pandemic for part of the year and we communicated changes clearly to our tenants. We are confident that we have successfully resumed normal service levels, subject only to external supply constraints.

In reviewing our compliance with the Regulatory Framework, we are assured that we are working towards having appropriate systems in place for the collection of equalities data. We are assured that we are working towards using this data to take account of equality and human rights issues in our decisions, policy-making and day-to-day service delivery.

We currently have 7 properties which do not have a valid EICR and where tenants have refused access to our contractor. This is largely as a direct result of the pandemic and understandable tenant concerns about potential transmission of Covid-19 by inspecting contractors, who require access to every room in a property to carry out these inspections. We have appointed a contractor and are working with the tenants concerned to reassure them that all necessary precautions continue to be employed and we continue to work with tenants to complete outstanding inspections as soon as we are able. Properties are currently categorised as 'in abeyance' for the purposes of the SHQS and reporting in the ARC.

The judgement expressed in this statement is to the best of the Board's knowledge and belief, based on factors including internal review of background information and reports presented to the Boards of Atrium Homes and Atrium Initiatives on an ongoing basis, supplemented by independent reviews conducted by internal and external auditors.

This statement was considered and agreed by the Board of Directors of Atrium Homes at its meeting on 25 October 2022.

Signed on behalf of the Board

Joe Keen
Chair of Atrium Homes



**ATRIUM
HOMES**

The Landlord of Choice

If you have any comments or questions or want to know what Atrium is doing at the moment, then please get in touch. Our contact details are:

Atrium House
14 Central Avenue, Shortlees
Kilmarnock / KA1 4PS

T. 01563 528 816
E. info@atrium-homes.co.uk
W. www.atrium-homes.co.uk