



**ATRIUM**  
HOMES

The Landlord of Choice

**Housing & Community Services  
Sub-Committee  
Remit & Delegated Authority**

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<b>Compliant with Scottish Housing Regulator’s Regulatory Framework:</b>	1.1, 1.2, 1.3, 1.4, 1.5, 1.6, 2.1, 2.2, 2.3, 2.4, 4.1, 5.1, 5.3, 7.2
<b>Compliant with Tenant Participation Strategy:</b>	N/A
<b>Compliant with Equal Opportunities:</b>	N/A
<b>Compliant with Business Plan:</b>	N/A
<b>Date Approved:</b>	August 2021
<b>Date Reviewed:</b>	August 2024
<b>Date for Next Review:</b>	August 2027 or earlier if required by changes in legislation or guidance, or if the Governing Body sees fit
<b>Responsible Officer:</b>	Chief Executive
<b>The Remit has a direct link to the following Atrium policies and procedures:</b>	Atrium’s Rules and Membership Policy Codes of Conduct for Staff and Board Members Standing Orders of the Governing Body and Sub-Committees Role Descriptions for Governing Body Members, Chair and Vice Chair Remits for Finance, Audit & Staffing and Property Services Sub-Committees There is also an indirect link to all policies and procedures of the organisation

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**1. Outline Of Responsibilities**

- 1.1. The Housing & Community Services Sub-Committee is responsible for the detailed consideration of strategy and policy in relation to
- all housing management and related services;
  - customer care and customer engagement; and
  - community engagement activities.
- 1.2. The Sub-Committee is also responsible for
- monitoring the implementation of related strategies and policies;
  - establishing performance indicators and targets in relation to housing and community services;
  - monitoring organisation performance against those targets; and
  - monitoring key risks within the remit area and ensuring appropriate steps are taken to manage and mitigate them.

**2. Strategy, Policy and Procedures**

- 2.1. To consider and approve Atrium's housing management strategy.
- 2.2. To consider, discuss and periodically review and approve all policy matters affecting housing management and related services, customer care and customer engagement, and community engagement activities.
- 2.3. To receive, consider and approve Estate Plans prepared by staff in consultation with local tenant groups.
- 2.4. To note key developments in regulatory and government policy which will impact on procedures and practice, reviewing documents as required.

**3. Performance Management**

- 3.1. To establish and periodically review appropriate performance indicators and targets for each area of housing management operations;
- 3.2. To receive regular reports on performance in respect of operational activity with particular emphasis on debt management, lettings management, and allocations management.
- 3.3. To monitor the implementation of Atrium's strategies and approaches with regards to ensuring compliance with the Scottish Social Housing Charter/ARC and equivalent or related performance requirements.
- 3.4. To monitor customer satisfaction with services delivered by Atrium.

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**4. Housing Services**

- 4.1. In the context of Atrium's Rent Policy, to consider and approve the proposed rents for new or modernised properties.
- 4.2. To consider and approve Atrium's use of different types of tenancy, lease and management agreements.
- 4.3. To establish criteria by which to assess the suitability of partner organisations in relation to particular projects.
- 4.4. To approve potential partnerships and monitoring the operation of any partnerships formed.
- 4.5. To approve "special lets" to partner and other organisations.
- 4.6. To consider individual cases, presented anonymously where special committee discretion is necessary.
- 4.7. To establish and periodically review the use and level of tenant incentives.
- 4.8. To consider in detail the circumstances of individual cases, presented anonymously where eviction action is being considered for breaches of tenancy and make recommendations to Board regarding eviction action.

**5. Development of Services**

- 5.1. To assess the needs of Atrium's tenants and customers in the context of current service delivery to determine aspirational services
- 5.2. To consider opportunities for the development of new elements of our services and to approve and monitor pilot projects aimed at service enhancement.
- 5.3. To evaluate the outcomes from pilot projects and consider in detail how successful projects can be developed into mainstream services.
- 5.4. To consider Atrium's position in respect of wider role or "Housing+" opportunities which might bring advantages to Atrium's tenants and areas under management, and approve the development of appropriate opportunities.
- 5.5. To monitor the performance of wider role projects against their stated aims and objectives, making recommendations for change as necessary.

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**6. Debt Management**

- 6.1. To monitor debt levels and the appropriateness of actions being taken to control and recover debt.
- 6.2. To consider cases where eviction is being proposed and agree staff recommendations for evictions. 4.8 above also applies.
- 6.3. To consider and approve bad debt write-off.

**7. Customer Engagement**

- 7.1. To monitor the effectiveness of Atrium's actions to involve tenants in the management of their homes.
- 7.2. To promote tenant involvement in the management and delivery of Atrium's services and participate in meetings with tenants' groups.

**8. Community Engagement**

- 8.1. To monitor the effectiveness of Atrium's actions to involve residents in the management of their estates.

**9. Other**

- 9.1. To act as a general forum in considering the problems and opportunities relating to all matters in respect of housing and community services activities.
- 9.2. To liaise with other Sub Committees on matters of mutual interest and concern.
- 9.3. To deal with any other appropriate matters referred by the Board or requiring urgent attention.