

Atrium Homes

Annual Assurance Statement 2020

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 for the period leading up to the introduction of lockdown restrictions in March 2020, we have appropriate assurance we materially complied 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 considering our compliance since March 2020, the Board has taken account of the considerable impact of the Covid-19 pandemic and consequent business, economic and social disruption. It is the judgement of the Board of Atrium Homes that we have complied, and continue to comply materially with the temporary changes to legislation and continue to follow national and local policy and requirements e.g. in respect of health and safety, physical distancing, travel, office opening, use of PPE, application of Test and Protect requirements and indoor gatherings.

In the period since the introduction of lockdown restrictions in March 2020, Atrium's ability to deliver a number of its core services has also been restricted. However, the combination of Atrium's business continuity measures and the resilience of its staff team and governance structures have helped minimise those core service restrictions. Where we have had to adopt revised standards of service delivery, we have communicated changes clearly to our tenants and are maintaining the necessary records to ensure a smooth resumption of normal service levels when possible; and we have informed the Scottish Housing Regulator and our other stakeholders.

Between April and June 2020, due to Covid-19, we were unable to renew fifteen CP12 gas safety certificates before the previous ones expired. At the point of preparing this statement, valid CP12 certificates are in place for all properties.

The Board is of the opinion that any failures to deliver core services in the period since Covid-19 restrictions were introduced are wholly related to the restrictions themselves. Looking forward, the Board is confident that when those restrictions are lifted, Atrium will return quickly to its normal service delivery standards and be able to build on the resilience it has developed during this difficult period.

We continue to monitor our business plan, budget and financial assumptions in the context of the ongoing emergency situation and associated business interruption.

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 24 November 2020.

Signed on behalf of the Board

Joe Keen
Chair of Atrium Homes