

**REPORT TO: BOARD OF MANAGEMENT OF SANCTUARY
SCOTLAND HOUSING ASSOCIATION LIMITED**

REPORT FROM: DIRECTOR - SANCTUARY SCOTLAND

DATE OF MEETING: 11 AUGUST 2020

SUBJECT: DIRECTOR'S REPORT

1. Introduction

1.1 The purpose of this report is to update the Board of Management on issues relating to Sanctuary Scotland Housing Association Limited (Sanctuary Scotland Housing Association) and its activities which are not reported under other items on the agenda and to seek approval for items of an operational nature that lie within the Board of Management's remit.

2. Operational matters

2.1 The operating model and delivery of services is currently led by the position with Covid-19. The majority of staff continue to work from home as a matter of course. There are some activities that are being carried out in the field that primarily relate to emergency repairs and compliance such as gas servicing. The Customer Service Centre in Hull remains the first point of contact for our customers. The rollout of Microsoft Teams will continue and is improving day to day meetings and communication. Staff welfare continues to be a top priority with daily support from line managers and colleagues. Welfare calls to residents continue but these are being scaled back as restrictions lift.

2.2 It is expected that our operating model will be based on homeworking and the offices remaining closed to the public for some further time. In anticipating of the gradual lifting of restrictions, the allowing of office use for particular tasks that are difficult to facilitate from home is being reviewed and the offices are being prepared for staff returning on a gradual basis. A more detailed verbal report will be provided at the meeting.

3. PR/media coverage and events

3.1 A verbal update will be provided at the meeting on media coverage relating to our preferred partner status.

4. Scottish Housing Regulator

- 4.1 The third monthly Covid-19 return has been submitted to the Scottish Housing Regulator, this represents the period to 28 June 2020. Cash flow continues to be closely monitored as confirmed in the agenda item on management accounts.

5. Items for approval

- 5.1 The Letting Strategy for our general needs stock in the west of Scotland for 2020/2021 is recommended for approval.
- 5.2 A report approved by the Group Capital Committee in respect of the disposal of a small area of ground adjacent to a property in Dalmahoy Drive in Dundee has been approved under the delegated authority given by the Scotland Standing Orders. However, the Board is recommended to note and endorse the approved disposal.

6. Items for discussion

- 6.1 On 2 July 2020 a letter was issued by the Minister for Local Government, Housing and Planning to all Registered Social Landlords on the subject of statutory obligations in light of Covid-19.

7. Appraisal

7.1 Risk management

- 7.1.1 RM 3 Cost and Income Pressures, RM 4 Political Risk, RM 5 Governance and RM 9 Legislative / Regulatory; reporting of issues being dealt with by the Director - Sanctuary Scotland allows for scrutiny of such activities by the Board of Management thus contributing to the management of governance and compliance risks. Some of the issues and activities reported also contribute to the mitigation of political and reputational risks.

7.2 Impact on diversity

- 7.2.1 None of the issues referred to in this report are considered to have any direct diversity implications.

7.3 Value for Money

- 7.3.1 None of the issues referred to in this report are considered to have any direct value for money implications.

8. Recommendation

- 8.1 The Board of Management is recommended to:

- Note the contents of this report; and
- Approve the items contained in section five.