

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

**REPORT FROM: DIRECTOR - SANCTUARY SCOTLAND**

**DATE OF MEETING: 9 JUNE 2020**

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**SUBJECT: DIRECTOR'S REPORT**

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**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. Homeworking has been assisted by improved connectivity and the purchase of some additional hardware such as telephones and replacement laptops. 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.

2.2 It is expected that our operating model will be based on homeworking and the offices remaining closed to the public for some considerable 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. This will mean updating risk assessments and considering office protocols. A review of office provision across the group is also being initiated. A more detailed verbal report will be provided at the meeting.

**3. PR/media coverage and events**

3.1 There are no items to report in this respect.

#### **4. Scottish Housing Regulator**

- 4.1 The first monthly Covid-19 returns have been submitted to the Scottish Housing Regulator. Cash flow continues to be closely monitored as confirmed in the agenda items on management accounts and the financial projections show.
- 4.2 A summary of notifiable events have been submitted to the Scottish Housing Regulator in 2019/2020. Each event has been notified to the Board of Management on an individual basis as they occurred. The renewal of a lease agreement with Richmond Housing Fellowship will be the first notifiable event for 2020/2021. Permission will have previously been given to enter into this leasing arrangement. As disposal of leases to third parties are now required to be notified to the Scottish Housing Regulator, this matter is highlighted.

#### **5. Item for discussion**

- 5.1 The annual analysis of evictions carried out between 1 April 2019 and 31 March 2020.

#### **6. Appraisal**

- 6.1 Risk management
  - 6.1.1 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.
- 6.2 Impact on diversity
  - 6.2.1 None of the issues referred to in this report are considered to have any direct diversity implications.
- 6.3 Value for Money
  - 6.3.1 None of the issues referred to in this report are considered to have any direct value for money implications.

#### **7. Recommendation**

- 7.1 The Board of Management is asked to note the contents of this report.