

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

REPORT FROM: DIRECTOR - SANCTUARY SCOTLAND

DATE OF MEETING: 15 SEPTEMBER 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 continues to be 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.

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.

2.3 A letter was received on 24 August 2020 regarding provision of accommodation to homeless households in Glasgow and asks Registered Social Landlords to consider making temporary changes to Allocations/Letting Policy. These include allocating ninety per cent of net lets to homeless households, allowing greater under occupancy of properties and allowing properties let on a temporary basis to be 'flipped', that is converted to a Scottish Secure Tenancy. The implications of these requests will be considered and consultation

carried out with the National Residents Review Panel. A verbal update on progress will be provided at the meeting.

- 2.4 The Group Internal Audit and Risk Assessment Plan for 2020/2021, lays out the intended areas for scrutiny including Scotland.

3. PR/media coverage and events

- 3.1 There are no specific items to report.

4. Scottish Housing Regulator

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

5. Items for approval

- 5.1 A report recommending the sale of a garage/lock up in Cumbernauld subject to Group approval processes.
- 5.2 A report requesting approval to proceed with a tendering process for the procurement of a Choice Based Letting system of allocation to replace the existing system in the North East Area.

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 recommended to:

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