

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

REPORT FROM: DIRECTOR - SANCTUARY SCOTLAND

DATE OF MEETING: 14 APRIL 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 are working 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. This continues to be an extremely challenging time with risk areas related to performance against key performance indicators and income being monitored. These will be more formally quantified and reported to the Board of Management in the coming weeks. 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 Two representatives of the Scottish Housing Regulator have requested to attend the meeting in June 2020 following cancellation of attendance in February 2020. This will need reviewing nearer the time, given the current position with meeting attendance.

4.2 The Scottish Housing Regulator has issued information in relation to their regulatory framework in light of the position with Covid-19 and confirms that Engagement plans will only be issued to a small number

of organisations that are in high engagement. It also confirms that submission dates for key documents including the Annual Return on the Charter, the Five-Year Financial Projections and the Annual Loan Portfolio will be changed to the end of July.

- 4.3 Following the agreement to enter into a partnership relationship with Thistle Housing Association Limited with a view to completing a transfer of engagements, the Scottish Housing Regulator updated the engagement plan of Sanctuary Scotland Housing Association.

5. Approvals

- 5.1 The board of management is asked to approve the letting of six properties to Glasgow City Council for the purpose of providing temporary accommodation to homeless persons. The properties have not yet been identified but general approval at this stage will allow the matter to be progressed quickly when suitable vacancies become available. It is also intended to subsequently create a tenancy between the occupants of the properties and Sanctuary Scotland Housing Association in the event of a successful occupancy. This would require replacement properties to then be provided.

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 future letting of six properties to Glasgow City Council for the purpose of providing temporary accommodation for homeless persons.