

## Board Meeting Summary – March 2026

### Chief Executive's Report

The Board discussed the CEO's update, which covered:

- Support for customers affected by rising fuel costs
  - Emerging risks linked to global events, including supply chains, costs and cyber security
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### Risk and Assurance

The Board reviewed the Strategic Risk Register and discussed changes to risk ratings and risk appetite reporting. Particular focus was given to:

- Financial sustainability
- Organisational culture and leadership
- Market conditions and development risks
- Cyber security and business continuity

The Board approved updates to the Strategic Risk Register and agreed actions to improve the clarity of risk appetite reporting.

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### Complaints Spotlight

A detailed review of complaints handling was presented, including anonymised customer case studies. The Board welcomed improvements made through a centralised complaints team but challenged the organisation to:

- Reduce the need for customers to make repeated contact
  - Improve identification and resolution of root causes, particularly for damp and mould
  - Strengthen learning from complaints, including where complaints are not upheld
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### Property Standards and Repairs

The Board reviewed the outcome of customer consultation on proposed changes to:

- Repairs timescales
- Empty homes standards

- Longer-term investment priorities

Customer feedback played a central role in decision-making. The Board approved:

- New repairs target timescales
- Permanent adoption of the revised empty homes standard

The Board asked for ongoing monitoring to ensure there are no unintended negative impacts, particularly for vulnerable customers.

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### **Group Budget 2026/27**

The Board considered and approved the 2026/27 budget. Key points included:

- A focus on building financial resilience while continuing to invest in homes and services
  - Clear trade-offs between priorities in a challenging financial environment
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### **Operational Performance**

The Board reviewed performance across key services, noting:

- Reductions in antisocial behaviour caseloads
  - Improvements linked to new case management systems for antisocial behaviour
  - Progress with energy efficiency and retrofit programmes supported by external funding
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### **Property Health and Safety**

Overall health and safety performance was strong. The Board requested:

- Enhanced reporting on fire safety actions
  - Clearer reporting on access issues, particularly where customer availability affects compliance
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