



Broadacres Board Meeting – 20 July 2026

Chief Executive's Report

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

- An update on delivery against the 2026/27 Corporate Plan
- Announcements from the Regulator about a new Competence and Conduct Standard, as well as its intention to consult on revised Economic Standards for Registered Providers
- The introduction of the Social Tenant Access to Information Requirements, which come into effect on 1st October

Supporting Customers

The Board received a detailed presentation on Broadacres' supported housing services, including support for people with learning disabilities, mental health needs, young people, people experiencing homelessness and those affected by domestic abuse. Members heard how these services are making a positive difference to customers' lives and agreed that future reporting should provide more information on service performance, risks and financial sustainability.

Customer Services and Complaints

Board members discussed customer contact and repairs performance, including repeat contact from customers about repairs. The Board asked for further work to understand customer contact trends and ensure that services continue to improve.

The Board also reviewed complaint performance. Members noted recent Housing Ombudsman decisions relating to historic cases and welcomed actions being taken to identify learning from complaints and improve service delivery.

Consumer Standards

The Board approved Broadacres' annual self-assessment against the Consumer Standards. Members noted the positive contribution of the Customer Scrutiny Panel in

reviewing the assessment and helping to strengthen the evidence supporting Broadacres' compliance.

Health and Safety

The Board reviewed health and safety performance across the organisation. Members discussed preparations for the next phase of Awaab's Law and agreed that further detailed reporting is needed to ensure Broadacres is ready for the new requirements.

Homes and Development

The Board approved Broadacres' updated Development Plan and supporting assumptions, which will help guide future investment and development decisions. Members discussed how the plan can support engagement with customers, local communities and partners.

Performance and Financial Strength

The Board reviewed performance during the first quarter of the year and approved updates to several strategic performance targets. Members also considered Broadacres' financial performance and treasury position and noted that the organisation remains financially resilient.

Looking Ahead

The Board reflected on the key risks facing the organisation, including preparations for Awaab's Law and delivery of the Firm Foundations transformation programme. Members emphasised the importance of maintaining strong communication with colleagues and customers as improvement work continues.

Board Appointments

The Board approved the appointment of Heather Ashton as Senior Independent Director and Kate Abson as Chair Designate of the Group Asset and Development Committee. Members also recorded their thanks to departing Board members Helen Simpson (Chair) and Keith Holloway, who leave following this year's AGM, for their contribution and leadership.