

BOARD UPDATE
BOARD STRATEGIC PLANNING AND DEVELOPMENT DAY
WEDNESDAY 1ST OCTOBER 2025



CUSTOMER STORY

The Board received an overview of a customer case involving structural and leak issues at a Meadowleaze block, shared by GCH's Repairs Supervisor. The case highlighted effective communication and customer-focused problem-solving.

HEALTH & SAFETY UPDATE – INCLUDING AWAAB'S LAW

Dave Middlemiss, external Health & Safety Consultant from the Compliance Standard Group, provided independent assurance on statutory compliance and shared insights across several key areas:

- Awaab's Law
- Health & Safety Culture
- Electrical Safety
- Fire Safety
- Environmental Legislation

Board Reflections

- Encouragement for teams to include Health & Safety as a standing agenda item.
- Recognition of the Board's role in modelling a positive safety culture.

PROPERTY CARE – PREPARATIONS FOR AWAAB'S LAW

The Board was presented with GCH's readiness for Awaab's Law, effective from 26th October 2025, highlighting compliance measures and operational improvements.

Key Highlights:

- **Void Management:** Joint inspections between Property Care and Housing Management have reduced average void costs.
- **Planned & Compliance Works:** Empty homes are used to accelerate planned and compliance works in partnership with the Assets team.
- **Performance Assurance:** Current priorities shared; delivery assurance to be reviewed by the Homes and Communities Committee.
- **Vision:** Future plans discussed.
- **Staff Engagement:** Strong focus on aligning staff with the evolving model through top-down and bottom-up communication.
- **Efficiency Gains:** Operatives now complete up to five jobs daily.

Board Reflections:

- The Board acknowledged the positive impact of the Property Care team over the past year.

BOARD REFLECTIONS – ROCHDALE BOROUGHWIDE HOUSING

A Board Member from RBH shared insights into their experience as Chair of the Audit & Risk Committee. They joined in early 2023 and provided background on RBH's housing stock and cooperative status.

PROPOSED NEW DECENT HOMES STANDARD

The Board reviewed a presentation outlining the four areas of greatest impact under the proposed standard:

- Floor coverings
- Minimum Energy Efficiency Standards (MEES)
- Window restrictors
- Adequate external noise insulation

Key Discussion Points:

- Window restrictors were identified as a priority due to health and safety implications.
- Floor coverings were seen as likely to be a customer priority, offering thermal and acoustic benefits.
- Operational challenges of noise testing were raised, including cost and access requirements.
- Sector-wide concerns were noted regarding the lack of clarity in requirements and potential costs without confirmed legislation.
- The historic term "Gloucester Standard" was discussed; while no longer used, the aspiration to exceed minimum standards remains.
- The Board agreed that the organisation's approach to the new standard should be reflected in the upcoming business plan discussions (February 2026).

ASSET PROGRAMME – ENSURING HOMES REMAIN SAFE

The Board was reminded of GCH's Decent Homes Compliance position for the year ending 31 March 2025. The following areas were discussed:

- Stock Condition & Viability Assessments
- Next Steps in Global Viability
- Strategic Alignment

DEVELOPMENT UPDATE – PROPOSED SCHEMES

Overview

Two potential development schemes were presented to the Board for early review and feedback ahead of formal approval. This session allowed for deeper insight and Board input into the decision-making process.

It was agreed these Development opportunities would be considered at the additional Board meeting in October.