

BOARD UPDATE
BOARD PERFORMANCE MEETING
WEDNESDAY 10TH SEPTEMBER 2025



CUSTOMER STORY

The Board received an overview of a customer case involving two young people living in the Hewmar House scheme. The story highlighted their experiences so far and demonstrated the positive impact of the scheme in providing vital support to vulnerable young people.

CHIEF EXECUTIVE REPORT

The Chief Executive provided an overview of key updates, including:

- Recent consultation on social rent convergence.
- Developments regarding the Renters' Rights Bill.
- An update on the development programme, following the rejection of the Podsmead regeneration proposal.

Key Discussion Points:

- Progress on Clapham Court planning application.

FINANCIAL STATEMENTS AND AUDIT ASSURANCE

The Director of Finance introduced the report and confirmed that the GCH and Nerva financial statements had been reviewed by the Audit, Risk and Assurance Committee earlier in the quarter, with a recommendation for Board approval. Minor amendments shared by the Company Secretary were noted for inclusion before final approval.

The Board AGREED to:

- Approve the GCH Financial Statements for the year ended 31 March 2025, subject to minor amendments.
- Note the Financial Statements for Nerva Homes for the same period.
- Note the Management Letter from Beever and Struthers.
- Note the reconciliation between GCH financial results from May 2025 Management Accounts and the Financial Statements.
- Note the Letter of Representation for signature by the Chair of the Audit, Risk and Assurance Committee.
- Note the Letter of Representation for signature by the Chair of Nerva Homes.
- Note the Statement of Assurance to the Directors.

BOARD ASSURANCE REPORT

The Board welcomed the updated format of the report, noting that it allows easier comparison with sector peers. Members discussed challenges with no accesses, which affect home safety checks and surveys. An update on patterns and long-service properties will be provided at the November meeting.

The Board reflected on colleagues going above and beyond their roles, recognising the benefits of partnership working while stressing the need to stay within areas of expertise. Discussion also covered appointable repair jobs, where performance is below target. It was explained this reflects recent service transitions but assured improvements as stability returns.

Members sought assurance on recruitment system changes and were advised there is no risk of knowledge loss. Executives highlighted voids performance as the main operational concern, with work underway to address this. Scheduling changes were outlined, including prioritising emergency repairs and introducing video calls to help customers show issues.

Finally, the Board noted progress on aligning home safety checks with EPC surveys, with outstanding properties reduced to around 2–3%.

HEALTH AND SAFETY PERFORMANCE

The Executive Director of Customer Experience presented the report as the designated health and safety lead for the organisation. The update confirmed that Clapham Court remains fully compliant with current Fire Safety Regulations and that GCH is preparing for higher standards. The Building Safety Case for Clapham Court has been submitted to the Building Safety Regulator.

The report highlighted the number of disrepair cases received over the past 12–18 months, which remain in line with sector norms but continue to present challenges, particularly when combined with no access issues. A deep-dive review of no accesses will be undertaken and reported to the Customer Experience Committee.

The Board questioned three near misses reported in the last quarter. It was explained that each case is assessed to prevent recurrence. Near misses are discussed at the internal Health & Safety Board, with external advice provided annually by the H&S consultant, who will attend the October meeting. Members welcomed the reporting of near misses as a sign of a positive safety culture.

The Board reviewed and noted the current position on Landlord Health & Safety, Compliance, and Employee Health & Safety, including:

- Areas of LLHS compliance rated Amber (Appendix A).
- Updates on the Building Safety Regulator's requirements and preparations for Awaab's Law implementation on 27 October.

QUARTERLY MANAGEMENT ACCOUNTS

The Director of Finance presented the report which provided a review of the financial performance as of 31 July 2025. The report details year to date actuals and the full year forecast to the budget approved by Board on 17th March 2025.

The Board were assured that covenant compliance has been reviewed and remains comfortably on track.

The Board welcomed the proactive use of funds and queried the repayment of the grant. It was confirmed this can be absorbed within existing cash flow. Members also asked about progress on planned savings, which will be detailed in the next quarter's accounts.

Further discussion covered the Westgate Car Park works and associated service charges.

The Board also noted reporting on potential write-offs will be presented to the Homes & Communities Committee for monitoring.

The Board approved the Management Accounts

RISK MANAGEMENT QUARTERLY REVIEW

The Company Secretary presented the report and confirmed that the risk register had been reviewed again since the last Audit & Risk Committee meeting to ensure the most accurate position was reported to the Board. A further review will take place prior to the next Audit, Risk and Assurance Committee meeting.

The Board was advised of a newly materialised risk relating to Litigation & Contractual Disputes. Members welcomed the assurance provided and requested that future quarterly reports include the top five organisational risks.

RISK APPETITE

The Chair introduced the report, noting that it followed initial feedback from the Board at the away day earlier in the year. The Company Secretary confirmed that the revised Risk Appetite Statement had been shared across various forums for feedback, with positive engagement and increased awareness among colleagues.

The Chair advised that a full discussion and formal approval will take place at the December Strategy Day but requested that members adopt the current version for everyday use in the meantime. Members welcomed the inclusion of a working example, which demonstrated how the statement could be interpreted in practice.

The Board:

- Noted the contents of the report.
- Adopted the revised Risk Appetite Statement, pending full discussion at the December Strategy Day

HOUSING OMBUDSMAN COMPLAINTS HANDLING CODE SELF-ASSESSMENT

The Executive Director of Customer Experience introduced the report, confirming that the self-assessment had been approved by the Customer Experience Committee in the last quarter and was presented to the Board for information.

Members welcomed the detail provided, noting that the report demonstrates compliance and reflects the spirit of the legislation, which aims to deliver a better service for customers. A Board Member highlighted the value of the recent NED audit on complaints, which provided insight into the team's processes.

The Board:

- Noted the contents of the report and the approved self-assessment.

COMMITTEE MEETING UPDATES

The Board received updates from the following Committee meetings:

- Audit, Risk and Assurance Committee – July 2025
- Nerva Homes Board – August 2025
- Customer Experience Committee – September 2025
- Colleague and Culture Committee – August 2025
- Homes and Communities Committee – July 25

OTHER MATTERS

The meeting concluded with the Board reviewing their action plan and forward plan.