

BOARD UPDATE
BOARD PERFORMANCE MEETING
WEDNESDAY 19TH NOVEMBER 2025



CUSTOMER STORY

The Board received a customer story which demonstrated how GCH's robust approach to pre-tenancy assessments contributes to the housing-ready pathway.

BOARD ASSURANCE REPORT

The Company Secretary introduced the report which also includes the Chief Executive's report within it.

The Board discussed various Key Performance Indicators (KPIs) and their performance, in addition to Awaab's Law which is wider than just damp and mould.

The Board discussed the internal changes to team structures to ensure the needs of customers are being met and praised the increase of health and safety reporting (near misses) as this demonstrates colleagues feeling comfortable to report incidents.

LANDLORD COMPLIANCE HEALTH AND SAFETY REPORT

The Executive Director of Customer Experience, as the responsible lead for health and safety within the organisation, introduced the report. He commented on the successful rollout of the first tranche of Awaab's Law and highlighted bedbugs still being an area of concern.

Board discussed access issues in relation to home safety checks in addition to linking the recent Sector Risk Profile to the contents of the report.

MANAGEMENT ACCOUNTS

The Director of Finance summarised the accounts, highlighting the financial performance for the quarter.

The Board approved the Management Accounts.

RISK MANAGEMENT REVIEW

The Company Secretary explained that the Quarterly Risk Management report had previously been reviewed by the Audit, Risk and Assurance Committee (ARAC) in October 2025 and now states the top 5 risks as requested.

It was noted that two risks had changed since the previous meeting and that the Sector Risk Profile had been read in conjunction to the recent review of the risk register.

BOARD REMUNERATION

The Company Secretary introduced the report that had been recommended by the Colleague and Culture Committee (CCC).

A Board Member provided assurance that conversations were managed robustly at CCC, and the Committee led a thorough process and objective review which was underpinned by work conducted by independent advisors.

The Board approved the contents of the report.

BOARD APPOINTMENT

The Company Secretary introduced the report which outlined the successful recruitment process for a Board Member with financial expertise. She advised that the process comprised of three panels: a Board Panel, a Customer & Colleague Panel and a conversation with the Executive Director of Business Resources.

The Company Secretary advised that the recommendation is to appoint a Board Member and an Independent Committee Member.

The Board approved the appointments and the proposed Board and Committee Structure for 2026.

AWARD OF EXTERNAL AUDIT TENDER

The Executive Director of Business Resources introduced the report and advised that a high number of submissions were received, and 4 organisations were invited to interview.

The Executive Director of Business Resources advised that the award of tender has been recommended by the Audit, Risk and Assurance Committee.

The Board approved the award of tender.

INVESTMENT POLICY

The Executive Director of Business Resources introduced the report.

The Board discussed the contents of the policy and raised any relevant questions. It was agreed that the policy would return to the Board in March so that it is aligned to the Treasury Management Policy.

The Board approved and adopted the Investment Policy.

COMMITTEE MEETING UPDATES

The Board received the following updates of the recent Committee meetings.

- Audit, Risk and Assurance Committee – October 2025
- Customer Experience Committee – November 2025
- Colleague and Culture Committee – November 2025
- Homes and Communities Committee – October 2025