

BOARD UPDATE
BOARD STRATEGIC PLANNING AND DEVELOPMENT DAY
TUESDAY 17TH MARCH 2026



CUSTOMER STORY

A video was displayed to the Board which showcased a customer who had lived in a GCH property for the past 12 months. The customer had experienced several GCH environments and there were conversations around the excellent service he had received from GCH.

SELF-ASSESSMENTS FOR APPROVAL

The Director of Governance, Risk and Assurance introduced the reports and confirmed that both Self Assessments indicate GCH are fully compliant.

The Board approved the overarching position of compliance for:

- The NHF Code of Governance 2020 Self-Assessment
- The RSH Governance and Financial Viability Self-Assessment

It was requested that some of the evidence wording is strengthened to provide a more accurate reflection of the current position and continuous improvement.

GETTING TO KNOW YOU- ICE BREAKER

The Director of People, Culture and Comms introduced the session after the one page profiles were shared within the pre-reading. This session included Play-Doh modelling to help board members get to know each other better.

RSH INSPECTION AND READINESS APPRAISAL

The Board received a presentation from the Executive Leadership Team which set out the current position against the consumer. The Board endorsed that GCH has:

- Strong governance foundations, with active Committees, regular risk reviews, constructive challenge, and clean audit findings.
- Robust viability, supported by long-term financial planning, 40+ months liquidity, consistent stress testing and strong treasury oversight.
- A mature compliance culture, with visible performance across gas, fire, legionella, lifts, and estate management.
- Clear strategic alignment, with the regulatory standards mapping strongly to the 2030 Strategy themes You Matter, It's Good to Be Home, and Inspired Colleagues.

The key areas of focus included:

- Assurance depth, clarity and triangulation
- Repairs-performance, consistency and experience
- Customer voice, scrutiny and influence
- Governance development and succession
- Data quality and insight maturity

The Board concluded that GCH is well-positioned and culturally ready for regulatory inspection. The Board emphasized the need for pace, clarity and consistency.

Pride. Quality. Integrity. Innovation.