

BOARD UPDATE
BOARD PERFORMANCE MEETING
WEDNESDAY 20TH MAY 2026



CUSTOMER STORY

The Board reviewed a positive customer story focused on co-creation and the in-house cleaning service. Members highlighted the value of customer involvement and the need to champion examples where GCH listened and acted on feedback.

BOARD ASSURANCE REPORT

The Board noted strong year-end performance and approved KPI targets. Members discussed benchmarking, customer satisfaction targets, damp and mould cases, colleague/customer voice, and areas for ongoing committee monitoring.

QUARTERLY LANDLORD HEALTH AND SAFETY COMPLIANCE

The Board reviewed landlord and employee health and safety compliance. Electrical testing remedials, damp and mould access issues, RIDDOR learning, and amber-rated compliance areas were identified as key areas for continued monitoring.

MANAGEMENT ACCOUNTS

The Board approved the management accounts for the year ending 31 March 2026. GCH remained compliant with loan covenants, and maintained adequate liquidity.

QUARTERLY RISK MANAGEMENT REVIEW

The Board discussed the updated risk position, including interest rate assumptions, Middle East uncertainty, and the potential need to explore community cohesion as a risk.

WESTGATE MAJOR WORKS

The Board discussed works that are required to the car park in Westgate and the potential impact on leaseholders and customers.

VALUE FOR MONEY STATEMENT

The Board discussed the draft statement for inclusion in the statutory accounts and praised the achievements.

RSH SELF-ASSESSMENT: VFM STANDARD

The Board approved the annual compliance review against the VFM Standard and noted the importance of continuing efficiency work through the Lean project.

Pride. Quality. Integrity. Innovation.

BOARD TERMS OF REFERENCE

The Board noted proposed updates and recommended further changes ahead of final approval, including consideration of Nerva Homes and Strategic Planning and Development Days.

ANNUAL REPORTS FROM COMMITTEE CHAIRS

The Board noted reports from the Audit, Risk and Assurance, Colleague and Culture, Customer Experience, and Homes and Communities Committees. Cyber security was confirmed as a key priority for ARAC.

COMMITTEE MEETING UPDATES

The Board received updates from the following Committee meetings:

- Audit, Risk and Assurance Committee – April 2026.
- Customer Experience Committee – May 2026.
- Homes and Communities Committee – May 2026.
- Colleague and Culture Committee – May 2026.

SUMMARY OF ITEMS APPROVED ON CONVENE

The Board noted items approved between meetings, including committee member appointments, powers of attorney, gifts and hospitality, and declarations of interest.