

## Board Meeting November 2022

The Board met 24<sup>th</sup> November 2022 in the Windermere Room at Bridge Mills, Kendal. The meeting was attended by eleven Board Directors.

Also in attendance were Executive Team Members, Financial Treasury & Planning Manager, Head of Development, Head of People & Culture and Head of Governance & Risk.

- The Board approved the minutes 22<sup>nd</sup> September 2022.
- The Board noted the AGM minutes 22<sup>nd</sup> September 2022.
- The Board noted the Chairs report.
- The Board noted the Chief Executive report; this included an update on damp and mould and current internal actions following the tragic death of Awaab Ishak through damp and mould. The Board agreed that they need to evaluate the prevalence of damp and mould in SLH homes and to review customer experience. This would include further reports to Board and a regular review by the Audit & Risk Committee, with enhanced data reporting as part of the Health & Safety dashboard.
- The Board approved the revised Business Strategy targets actions, the partnership framework guidance, and the revised Risk Appetite Statement.
- The Board noted and approved the Rent and Service Charge Setting for 2023/24. This includes an increase of 7% for Rent and Shared Ownership. The Board also agreed for a 7% increase in rental of garages, sheltered housing guest rooms, Garages, Commercial Properties and Garden Tenancies.
- The Board approved the amendment to the Rent and Service Charge Policy regarding shared ownership rent increases, as follows; *“In respect of properties where the initial first tranche equity is purchased between 1 October and 31 March, the annual rent increase will not apply until the following April”*.
- The Board approved Equality Diversity & inclusion Policy and Action Plan 2022-25.
- The Board discussed economic parameters; identified parameters will be used to prepare the 2023/24 Budget and Long-Term Financial plan. The Board approved revised component life cycles and noted the proposal for revised economic appraisal parameters. The Board also considered the pay offer and revisions to employee benefits, for consultation with trade unions and colleagues.
- The Board approved the updated Governance Improvement Plan, noting the completed actions and also approved a new Board Reporting Template.
- The Board discussed appointing a lead for complaints but agreed that this would follow the Board’s appraisal process and will be reviewed in February 2023.
- The Board approved the Sustainability Strategy & Action Plan.
- The Board approved that Business Performance Report Quarter 2 results are in line with the expected parameters and remedial actions were agreed.
- The Board noted the latest Tenant Scrutiny Report on *‘Neighbourhoods & Community Standard: Anti-Social Behaviour’* and overview of the Housing Ombudsman Spotlight Report on Noise.
- The Board noted the draft Audit & Risk Committee minutes October 2022.