

## Board Meeting September 2023

The Board met 21st September 2023 in the Windermere room at Bridge Mills. Ten Board Directors attended the meeting.

Also in attendance were Executive Team Members, the Head of Transformation & Digital Data, Head of Neighbourhoods and the Senior Asset Manager.

- The Board approved the minutes 10th August 2023
- The Board noted the Chairs report.
- The Chief Executive informed members of the Board that there had been a formal IDA (In Depth Assessment) feedback meeting with the Chair and Chief Exec. The feedback from the IDA team was very positive. The moderation panel praised SLH's stress testing and mitigation plans.
- The Board **noted** the outcome of the Housing Ombudsman complaint investigation and finding of maladministration. The Board sought assurance that lessons were being learned and action was being taken to review other cases of dissatisfaction.
- The board **noted** the Chief Executive Report.
- Members of the Board thanked John for his excellent work in producing the ESG report.
- The Head of Transformation Digital & Data, Head of Neighbourhoods, and Senior Asset Manager shared a presentation with members of the Board on the current voids position. They highlighted several factors that had caused a significant increase in void properties in February 2023, time to relet, and rent loss. The Head of Transformation Digital and Data explained the trend of voids and rent loss is now improving.
- The Board **noted** the content of the Voids process and performance presentation.