



## Board Meeting September 2025

The Board met on the 11<sup>th</sup> September 2025 in the Windermere room. Nine Board Directors attended the meeting. Also in attendance were Executive Team members as well as three Heads of Service.

- The Board reviewed the Resident Engagement Strategy following extensive resident engagement. Outputs of the Resident Census was presented; 89% reached, 40% provided updated info. There was a discussion around a new Committee to replace the Residents Forum, including board membership and reporting to the Board.
- Board welcomed the ambitious engagement strategy, further discussion at November event on the committee structure, and final approval in December.
- SLH remains compliant with all standards. Minor updates to reflect postholder changes were ratified.
- Claire Stone was appointed as a non-executive Board Director.
- John Walker (previous co-opted Board member) was appointed as a non-executive Board Director.
- The Board approved the Annual Report & Financial Statements including the Audit Completion Report and Letter of Representation. The documents had previously been reviewed by the Audit & Risk Committee.
- The Board approved the Annual Health & Safety Report and updated Framework.
- The Board approved the draft Statement of Intent; with the following conditions, SLH to commit to providing new homes within the Lune Valley area, cover majority of merger costs, offer one Board place and one observer to Development Committee. A project plan will be developed and a target to complete the merger of 114 homes by the end of March 2026.
- The Board approved for SLH to exit Cumbria LGPS effective 30 September 2025. The Board noted the process that will commence formally to exit and seek agreement of the respective exit debt / surplus with the administrators of Cumbria LGPS, being Westmorland and Furness Council.
- The Board noted that further updates will be provided.
- The Board approved the Responsive Repairs policy; with the following amendments: Recharge information was added, P2 priority is now 7 days, definitions and appointments improved, and legal action may be taken for continued lack of access for damp and mould repairs.
- The Board noted it may need further amendments and re-approval following Government consultation on Awaab's Law.
- The Board reviewed the formal approval required for updating the signatories for the loan facilities which had been prepared with the assistance of Devonshire's. The Board approved the amendments to the signing mandates for the loan facilities.



- The Board approved to award the contract to Sureserve Energy Services North Ltd (£3.96m, for 3 years). The Board noted that the contract is based on a provisional schedule of works and that final costs will be determined following detailed retrofit assessments and design work.
- The Board noted the consumer regulation, customer feedback for service improvement and updates on the Consumer Standards Improvement Plan. Niki confirmed this report links with the Quarterly KPI and Finance reports for detailed data, reflecting the 2025/26 Q1 position.
- The Board noted the updated position since Q1 and approved the position in relation to the risk register.
- The Board approved that the Key Performance Indicator Q1 results are in line with the expected parameters and any remedial actions are appropriate and agreed.
- The Board reviewed and noted the financial performance for the period ended 30<sup>th</sup> June 2025, in particular that: achieved a surplus of £940k, being £235k favourable to budget, funders financial covenants were achieved, and Financial Golden Rules were achieved.