



HOUSING & COMMUNITIES COMMITTEE 6TH MAY 2026

Ten Housing & Communities Committee (HCC) members attended the meeting, three of whom are serving Board members. The meeting was also attended by the Chief Executive, the Chief Operations Officer, the Director of Housing & Insight, the Director of Customer & Culture, the Director of Property Operations, the Governance & Risk Manager, the Customer First Manager and the Chief Executive Assistant.

The meeting was also observed by a member of the Tenant Participation Service (TPAS).

At its first meeting, the Housing & Communities Committee reviewed performance across housing, repairs, customer services and resident engagement. Members discussed what is working well, where improvements are needed, and the actions required to support better outcomes for residents.

The Committee;

- Reviewed Q4 performance across key services, including rent collection, emergency repairs, stock condition surveys and electrical safety.
- Discussed areas needing improvement, particularly non-emergency repairs, damp and mould, repairs communication and access for safety checks.
- Considered resident feedback and agreed priority topics for future scrutiny work, including digital access, repairs communication, missed appointments, anti-social behaviour, contractor performance and damp and mould.
- Reviewed the proposed Housing Services structure and discussed how this could support stronger community presence and improved communication with residents.
- Received an overview of property operations, including repairs, voids, building safety and major works, with further updates requested on repairs performance and recurring damp and mould cases.
- Reviewed the new draft Competence and Conduct Policy, which was recommended to Board for approval.
- Considered the outline draft Asset and Development Strategy and noted its focus on safety, sustainability and improving resident outcomes.
- Received an update on SLH's Consumer Standards improvement work and preparations for future regulatory inspection.

Overall, the meeting provided assurance on current performance, highlighted key areas for improvement and set out a number of follow-up actions. The Committee will continue to monitor progress and help shape future improvements in services for residents and communities.