Minutes of Meeting

Meeting: Board Meeting
Date: Thursday, 22 May 2025
Time: 6.00pm
Venue: Board Room, Soha's Office

Present:

Naomi Barrand	Dave Lakin (via Teams)	Peter Sloman (via Teams)
Victoria Dingle	Emma Luddington	Hayley Smith
Jenny Ekelund	David Mody	Martyn Thorne
Mark Goldring (Chair)	Peter Nkum	Kate Wareing

Apologies:

Janet Crooks Nasreen Hussain Emma Langstaff

Also in attendance:

Matt Archer, Director of Housing and Communities
Andy Tollett, Director of Property Services
Craig Dransfield, Head of Development
Penny Finburg, Head of Finance and Treasury
Vicky Richardson, Tenancy Sustainment Manager
Marisa Elliott, Governance and Regulation Manager / Company Secretary

Observers
Vic Breach, Soha Scrutiny Group
Philippa Gould, Soha Scrutiny Group

Announcements

The Chair welcomed Vicky Richardson, Soha's Tenancy Sustainment Manager to the meeting.

He also welcomed Philippa Gould and Vic Breach from the Scrutiny Group as observers.

Declarations of Interest

The Chief Executive declared an interest in item 78b, the minutes of the Personnel and Remuneration Committee.

<table>
<tr><th>77. Scrutiny Group Review on Communications and Soha’s Response to the Recommendations</th><th>Actions</th></tr>
<tr><td>Vic Breach and Philippa Gould, members of the Scrutiny Group presented the findings and recommendations from the Group’s recent review on communications.

Vic noted that communications was a complex area and the Group decided to narrow their focus to the following:
• Communications what do we know?
• How does it work? Top to bottom, inside and out can we clearly understand it?
• Are there human barriers?
• Are there technological barriers?
• Do we know where we are going to develop, grow, and succeed

Vic and Philippa explained the process and advised that the Group had made some recommendations based on their findings.

The Director Housing and Communities thanked the Group for their clear recommendations and highlighted some of the actions to deliver these including a report to SLT on the direction of the website, broadening engagement (see report at item 85) and how clear and transparent we are in terms of TSMs and the new STAIRs legislation.

The Chair then invited comments and questions.

A member enquired whether teams should be dependent on the Comms team to provide all comms or if they should be doing it themselves. Vic explained that the Group recognised that teams should be arranging their own comms as we want to avoid ‘corporate speak’. However, we want to ensure that teams use the Soha tone but Comms are available to provide support where necessary.</td><td></td></tr>
<tr><td>The Director of Housing and Communities advised that the recommendations will be added to resident group work and reviewed in six months’ time.</td><td>MA</td></tr>
<tr><td>Resolved:
That the Board notes the Scrutiny Groups’ review and Soha’s response to the recommendations.</td><td></td></tr>
<tr><td>78a. Approval of Minutes

The minutes of the Board meeting held on 27 March 2025 were</td><td></td></tr>
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approved.

Resolved:

That the minutes of the Board Meeting held on 27 March 2025 be signed as a true and accurate record.

78b. Personnel and Remuneration Committee Minutes

The Chair of the Personnel and Remuneration Committee gave an overview of the meeting held on 12 May 2025. She gave an overview of some of the reports received by the Committee including the annual HR report and the governance report including a series of actions to be taken forward following the afternoon session at the Board Away Day last month.

The Chair of the Committee advised that the Committee had discussed the performance of the Chief Executive and her objectives for the coming year. She noted that the Committee were pleased with the delivery of the objectives from 2024/25 and explained there were no concerns with how the Chief Executive is managing the organisation.

Resolved:

That the Board notes the minutes of the Personnel and Remuneration Committee.

78c. Soha Response Board Minutes

The Chair of Soha Response gave a verbal update on the meeting held on 19 May. He advised it was the first Board meeting since go live and explained that the expected dip in resident satisfaction hadn’t happened and instead we’ve seen an improvement to 96%.

He advised that the trade operatives had completed 510 jobs and WIP is at an historically low level at 1,000 orders. Productivity is currently 2.5 jobs against a target of 3.5 jobs per operative per day.

The Chair of Soha Response advised that there will be a joint Board meeting in October between Soha and Soha Response. We will be discussing performance, future plans and culture alongside other items.

He advised that the Board discussed a reduction in the use of sub-contractors but to retain the use of at least one going forward to assist the trade operatives during the winter months.

He noted that feedback from recent repairs has been positive but that we will continue to monitor this to ensure that the trade operatives do not slip into old ways of working.

A member asked about the staff who had come from MD. The Chair of Soha Response was pleasantly surprised about how smooth the process has been and how the staff have responded to their new working environment.

A member enquired about productivity and how this will improve. The Director of Property Services advised that we expected teething problems. These have included issues with supplies from the merchant but these are being worked on.

Resolved:

That the Board notes the minutes of the Soha Response Board meeting.

79. Matters Arising Tracker and Wallboard Ideas

Items 49 & 55 - Update on the MD Repair Backlog
An update is included within the CEX Key Issues report at item 80.

Items 8i – Section on Data Protection in the Service Level Agreement
This item is complete.

Item 26iii - Progress with FRA Actions especially Fire Doors
An update has been provided within the CEX Key Issues report at item 80 and below.

Items 52bi, 63, 66
These items are not yet due.

Item 61 – Update to be Provided on the Tenancy Sustainment Team
This item is on tonight's agenda.

Item 68 - Review All Repairs with H&S Elements for a Possible Higher Post Inspection Regime

The Director of Property Services noted the on-going challenge in terms of completing overdue fire risk assessment actions. He advised that it had been a slow start with the new contractor, CLC, but this has been stepped up and they are now working at full capacity.

He explained that while the number of required jobs is high for the Fire Risk Assessments, these have often been generated from one action and are reducing. He advised that no access is a big issue. The Customer Services team will be calling residents next week to arrange access alongside the fire safety contractor to reduce the likelihood of residents not answering calls as from an unknown number.

The Chief Executive advised that we are preparing a full narrative report to send to the Regulator. We do not view this as systemic failure and have full sight of all actions due and have been pursuing completion of overdue works. However, the number of the actions overdue and the length of time they have been outstanding is not usual for us and we wish to be proactive about explaining the issue, why it has arisen and how we are resolving. We will provide the Regulator with an action plan detailing what we will be doing and by when. It was agreed to share this report with the Board.	**KW**
A member asked if our insurers or affected residents are aware of this issue. It was noted that neither group would be aware and the Director of Property Services agreed to consider this further.	**AT**
Members asked for more narrative to be provided on the FRA section in the health and safety report to fully understand what is meant by the overdue actions.	**AT**
<u>Wallboard Items</u>	
The Chair advised that he didn't propose to discuss any items but to advise the Governance and Regulation Manager if there are any additional items to add.	
Reports	
80. Leadership Team's Key Issues Update	
The Leadership Team provided an update to members on key external trends and internal issues.	
<u>External Update</u>	
1. Oxford Growth Commission Created The Chief Executive advised that a new Oxford Growth Commission has been established with the remit of working to tackle barriers to economic growth in the Oxford area. It will include a specific focus on increasing affordable housing delivery and infrastructure investment including transport and water infrastructure.	
2. Solar PVs to be Installed on All New Build Homes from 2027 The Chief Executive advised that the government will be introducing a future homes standard which will apply to all new builds from 2027. She noted that although details of the requirements have not yet been announced, the government has confirmed that it will include solar roof panels on all new builds.	
3. County Council Election Results	

The Chief Executive advised that elections were held for Oxfordshire County Council at the beginning of May. The Liberal Democrats are now in overall control of OCC having won 36 of the 69 seats available. **4. Local Government Reorganisation** The Chief Executive advised that three separate plans for local government reorganisation are being developed for the current Oxfordshire area. Each plan will create unitary authorities which combine the current responsibilities of both tiers of local government in each geography. These are: • a "Ridgeway" unitary council – comprised of South Oxfordshire District Council, Vale of the White Horse District Council, and Newbury Unitary Council; and a unitary covering the current areas of Oxford City, Cherwell District Council and West Oxfordshire District Council. This proposal has the support of the four district councils. • a proposal for a unitary Oxfordshire council. This proposal has the support of Oxfordshire County Council • a proposal for an enlarged unitary Oxford City Council, expected to be submitted by Oxford City Council. She noted that full submissions will be made in support of these options by November 2025 and a decision will be made at ministerial level about the future shape of local government in Oxfordshire.	
<u>Internal Update</u> **1. Soha Response is Live and at Full Capacity** The Chief Executive advised we've had a fantastic start to Soha Response delivery. All 48 members of staff that were available for TUPE, transferred over on 1 May and spent their first week completing a comprehensive induction. The trade operatives then commenced completing repairs on 9 May. She noted that we have completed 331 repairs in the first week and received 41 satisfaction responses from residents, of which 37 have scored the repair 10/10. **2. Fire Risk Assessment Actions** The Director of Property Services advised there are 166 outstanding actions from the 2023/24 program, a reduction of 20 since the last Board meeting, all of which are overdue. He noted that this includes 120 actions relating to Cholsey Meadows which Soha is not the freeholder of, however we have accepted responsibility for repairs internally to our blocks and will be carrying out the repairs and inspections shortly. We will continue to pressure the freeholder to complete the communal repairs. In addition, we now have 113 medium risk actions from the 2024/25	

program which have just become overdue. We are following the same process to get these actions completed as soon as possible.

3. MD Contract Finalisation – WIP, Accruals and TUPE Transfer Issues

The Director of Property Services advised that the contract with MD has now come to an end and we are closing out any jobs with them. Any that have not been completed are being raised to United Living (less than 200). The current WIP stands at 1,339 and is being split between United Living (419 jobs) and Soha Response (920 jobs).

He advised that we have experienced poor practice from MD on transfer of employment issues, particularly in relation to annual leave. We are working to minimise the impact of these on staff, and ensure that Soha is not disadvantaged financially.

4. Board Away Day Outcomes

The Chief Executive thanked members for the productive Board Away Day last month. She advised that the outcomes from the morning session where we considered our role in meeting temporary accommodation needs are on the agenda for this meeting.

The Personnel and Remuneration Committee considered a capture of the key areas for further work from the afternoon discussion on governance (notes from the session were circulated to all Board members). This will now be developed in to an action plan with the P&R Committee responsible for tracking progress.

5. Housing Ombudsman Maladministration Judgement

The Chief Executive confirmed we have received a judgement of maladministration for the delay in carrying out work to treat molehills in a resident's back garden. We are required to apologise and pay compensation of £150 both of which we have done. There are no learning points because the Ombudsman noted that we have already taken action and brought our repairs service in house.

6. Potential Issue with Some Shared Ownership Leases

The Chief Executive advised that we have a potential issue with some shared ownership leases granted in 2013 where owners have been issued with leases that enable them to staircase to full ownership on a scheme where the s106 and planning consents were only for homes that remain social housing in perpetuity.

She advised that we are currently ascertaining whether consent for the use of these leases was acquired in 2013 and if so whether we can access records of this. If we can't, we will be exploring other options to resolve this issue, initially by seeking retrospective changes to the s106 and planning consents. We are also currently examining whether this is a problem specific to this one scheme or whether there may be other examples of inconsistency between leases granted and original planning and s106 conditions.

7. Fixing £30m Drawdown Rate
The Chief Executive confirmed that we opted to fix the full remaining £30m facility from Danske (with advice from Savills) and then draw down in six months' time. She noted by the end of December 2025, we expect to have drawn down the remainder of the £25m Dexia revolving credit facility (RCF) and around £25m of the Santander RCF.

8. Regulatory Judgements
An update on the latest judgements was provided as Appendix A of the report.

The Chief Executive provided a recent example and some photos of a damp and mould case where the team have worked with the resident to improve the situation. She advised that the property does have a ventilation system installed but the resident still experienced severe damp and mould as a result of hoarding issues. The Board noted the vast improvement and support given to the resident by all the teams involved.

Resolved:

That the Board notes the update.

81. Group Business Plan 2025/26

STRICTLY CONFIDENTIAL

A confidential item was discussed. The Group Business Plan for 2025/26 was approved. Further information is contained within the Confidential Minutes.

Resolved:

That the Board approves the Group Business Plan 2025/26.

82. Global Accounts 2024

The Head of Finance and Treasury presented the report which provides analysis from the Global Accounts and Soha's comparative performance.

She advised that the latest data available is for the year ending 31 March 2024 and shows that Soha's social housing unit cost is £4,602 per property. It increased by 11% from the prior year, primarily driven by responsive and planned repairs. Nevertheless, Soha's unit cost is the third lowest in the selected peer group. The largest association which could benefit from scales of economy, Sovereign, had a unit cost of £5,601 which is £459 higher than Soha. It would take an increase in the Soha cost base of around £3.3m to result in the same unit cost as Sovereign.

Our social housing operating margin has reduced by 1% from 31% to 30% driven by costs increasing ahead of rental income growth. Sector upper quartile margin at the end 2023 is 26.5% and has reduced over a number of years. We therefore remain a comparatively financially strong housing association.

Soha's development performance was the third highest in the peer group at 3.3%, higher than the upper quartile of 2.2%. Our development has been consistently above the upper quartile for several years, although it may dip in 2024/25 with lower level of planned development activity.

The Head of Finance and Treasury concluded that Soha has very good performance and provides good value for money. However, we need to continue to challenge ourselves to improve services, release efficiencies through looking at how we are delivering and consider whether we are investing enough in our long-term investment objectives.

Resolved:

That the Board notes the analysis from the Global Accounts and Soha's comparable results.

83. Partnerships and Mergers Annual Review 2025

The Chief Executive presented the report and asked the Board to consider Soha's corporate structure and whether it is appropriate to meet Soha's vision, aims and objectives.

She advised that the Board must consider annually whether it is appropriate to continue with the current structure including whether we should proactively seek partnerships or to merge. She confirmed that the Business Plan is being brought to the Board alongside this report and demonstrates that Soha is a financially strong, independent entity which is performing at top quartile levels in terms of operating margin. We also still have sufficient capacity to enable us to continue to develop and have been successful at raising significant new debt at competitive rates. It is the view of the Chief Executive that our current structure remains appropriate, and a formal merger is not proposed.

The Chief Executive then moved onto partnerships. She explained that our repairs and maintenance service is now being carried out in house via Soha Response. Soha Response is a charitable subsidiary

fully owned by Soha. If, in the future we wish to start trading for profit and provide a repairs service for others, we will need to consider using a commercial subsidiary to enable us to do this. The Chief Executive advised that we are continuing to explore options for the re-development of the Gateway site. The options we have explored included a potential JV with another housing association. However the risks of this to Soha are high, so we do not currently anticipate wishing to do this. A member noted that Soha is becoming known for being receptive to partnership options. She asked if a matrix could be developed to show how our partnerships are delivering against our strategy. The Chief Executive agreed to consider this further. **Resolved:** **That the Board:** **1. Agrees to continue with Soha's current corporate structure as the most appropriate to achieve its vision, aims and objectives; and** **2. Asks the Executive to reactively consider opportunities offered by the stock consolidation agendas of other associations and is open to alternative partnership delivery mechanisms (including joint ventures) that may enable Soha to better achieve its objectives.** **84. Organisational Development Strategy 2025-28** The Director of Housing and Communities presented the report to ask the Board to approve the new Organisational Development Strategy. He advised that following discussion at the Board meeting in March, the strategy and an action plan have been developed. The plan focuses on five key themes which enable staff to be well equipped with the right culture and systems to deliver services for residents. These are: • Staff learning and development • Coaching and feedback culture • Soha Response staff integration • Professional support • Systems supporting people He advised that we have a positive experience in delivering services but we now need to bring together various elements of resident experience and the rich sources of data we collect. As a result, he confirmed that the current Complaints Working Group (CWG) is to be expanded to include resident feedback and will be re-named to reflect the change.	**KW**

A member asked for there to be clarity on the new Customer / Resident Experience Group within the strategy to ensure that the remit of the current CWG is broadened accordingly.	**MA**
Resolved:	
That the Board approves the Organisational Development Strategy 2025-28.	
85. Broadening Resident Participation and Engagement	
In the absence of the Head of Communities, the Director of Housing and Communities presented the report which outlines our current approach to resident participation and engagement, identifies existing gaps and proposes initiatives to enhance participation.	
The Director of Housing and Communities advised that to support the work of the existing Localities team, we have recruited two Engagement and Communities Officers who will report to the Resident Involvement Manager. This team has been moved to the leadership of the Head of Communities, to provide greater cohesion with the Localities team.	
The Chair then invited comments and questions from members.	
A member asked where the figure of a 20% increase in resident participation came from. She wasn't sure if the proposed increase was necessary or mattered. The Director of Housing and Communities advised that we want to remove as many barriers as possible to enable residents to contribute to things which interest them and it was a target to aim for. He also hoped that by bringing a local focus, the more residents care, and will want to be involved.	
A member commented that there were some great ideas but suggested that further work was needed. It was noted that lots of the actions will be included in the new Communities Strategy.	
A member commented that wider resident experience was more important than demographic targets.	
A member suggested that capturing time specific questions may be useful. For example, having the same question being asked over a months' period then producing a word cloud from the results.	
A member asked how we will establish what the barriers to participation are and how this will translate into our existing or new ways to engage.	
The Chair summarised the discussion and noted that further work is needed to clarify the ways we will collect feedback and what we will do	

or use the feedback for. The Board is less concerned about a target number for engagement but more important is breaking down barriers and understanding what the demographic data is telling us. All feedback needs to be considered including complaints, what the Soha Response trade operatives and Customer Services team are hearing and comments from community groups. There also needs to be some refinement to the approach.

Resolved:

That the Board discussed and provided feedback on the report.

86. Summary of the Outputs from the Discussions at the Board Away Day on Temporary Accommodation

The Director of Housing and Communities presented the report to provide a summary of the discussions from the Board Away Day on temporary accommodation.

He advised that the Board discussed a number of options for how Soha could take action on temporary accommodation whilst also being aware of the implications and risks for each option. He confirmed that four of the five options; “midwife” housing association role for Soha, Housing First, de-designation and incentivising right sizing are ready to move on with now.

The fifth option, to partner with Resonance, requires further investigation and a report will be brought to a future Board meeting for how we will approach this.

Resolved:

That the Board approved the four options detailed in the report and noted that a report for decision on the Resonance option will be brought to a future Board meeting.

87. Tenancy Sustainment Team Update

The Tenancy Sustainment Manager provided an overview of the work of the Tenancy Sustainment team with a focus on welfare reforms.

She advised that her team work closely with colleagues in the income, lettings and neighbourhood teams within their locality and aim to make early interventions to prevent arrears, or other tenancy breaches (such as property condition) which may result in eviction. This includes offering support with welfare advice, benefits and upskilling residents in getting online.

The Chair then invited comments and questions from members.

A member asked if the team had more resources what would they spend it on. The Tenancy Sustainment Manager advised that she would like to offer more support for mental health issues and more debt advice. She advised that currently, the team pass on residents with debt to agencies but there are severe delays in them receiving the right assistance.

A member enquired about the benefit surgeries and how the message is getting out to residents. She also commented that residents can feel daunted by debt and suggested that we could hold virtual surgeries too.

It was agreed to share the recently written Hoarding Policy with the Board for information. **MA/VR**

It was suggested that the Board receives a report on how Soha could provide more debt advice for residents. It was noted that Soha used to provide some funding for the Citizens Advice Bureau but there is a still a long wait for their services and perhaps providing funding is not the right solution. **MA/VR**

Resolved:

That the Board notes the report.

88. Development Approvals

The Head of Development presented the report to ask the Board to approve a number of development schemes and to review the work of the Development Working Group.

The Head of Development confirmed that the Development Working Group had met recently to review the reports for decision and the key information to be included in the reports. The Group discussed the categorisation of schemes (green, amber, red) and what these mean in terms of risk to Soha and delegation limits. There was also some discussion on the Development Strategy and how we should track delivery against it. The Head of Development advised that he is working on a report covering these areas which he will bring to the Board meeting in July. **CD**

The Head of Development provided a summary of the development sites for approval. The Board were content to approve all schemes including the change from affordable rent to social rent for six units on the site at Ell's Lane in Bloxham. Although the NPV reduces, there is no requirement to obtain grant funding to make the scheme viable.

Resolved:

That the Board approves the development sites at West Oxfordshire Purchases (LAHF Round 3), Hale Road in Benson, Larsons Road in Upper Heyford, Milcombe and Ell's Lane in Bloxham and discussed the remainder of the report.

89. Performance Reports 2024/25

The report was presented by members of the Leadership Team to update the Board on financial and operational performance for the year ending 31 March 2025.

Leadership Team Report

The Chief Executive provided a summary of progress, successes, trends and challenges of the last year including Soha Response, raising new finance, appointing a new Chair of the Board, developing the new Corporate Plan and changes in the external regulatory and operating environment. She also highlighted some of the areas requiring further attention in the coming year.

Performance and Key Trends Report

The Head of Finance and Treasury presented this report and noted some of the key highlights.

She advised that that we had an overall surplus of £9.8m including £5.3m from property sales. Budgeted surplus after interest was £3.7m, with positive variances against budget in all items; income, expenditure, net interest and property sales.

Expenditure was £2.6m (6.2%) lower than the budget. Notable variances totalling £2.1m were as a result of a lower spend on planned maintenance, fabric first works, staffing and the setup costs for Soha Response. However, spend on responsive repairs was higher than budget as a result of circa 400 more jobs than anticipated and the average cost per repair being much higher at £185 vs budget £154. Some of the budget overspend was offset by a lower spend on other contractors.

The Head of Finance and Treasury advised that rent arrears ended the year at 4.2% against a target of 4.0%. The average re-let time was 21 days against a target of 22 days. This is a very positive result and sits alongside strong resident satisfaction figures.

She advised that our main repair KPI of average time to complete all repairs ended the year at 9.5 days against the target of 11 days. Our contractors completed 84.5% of jobs during their first visit to the property compared with a target of 85% just narrowly missing target by

0.4%. Emergency repairs completed on time ended at 92.1% against a target of 99%. This is mainly due to our contractors struggling to attend all emergencies within the previous four-hour target. Our appointments made and kept KPI narrowly missed target at 97.7% compared with a target of 98.5%. The Head of Finance and Treasury advised that for resident satisfaction for rented homes overall, we achieved upper quartile for three out of thirteen measures, and at upper median quartile for eight other measures. For two repairs satisfaction measures, we are under median quartile. For shared ownership, overall satisfaction was at 70%, sitting significantly above the sector upper quartile of 63%. Six areas of satisfaction in shared ownership are sitting above the upper quartile and three above the median quartile. <u>Progress Against Corporate Plan and Strategy Action Plans – End of Year 4 Update</u> It was noted that 71 (81%) of the 88 actions were completed by 31 March 2025 with 4 (4.5%) ongoing actions which are on track. We are not able to deliver on one action which relates to the production of a new Soha Homes Standard as the Government has not yet completed its update of the Decent Homes Standard. We have 12 (13.5%) actions that are off target and will be completed during 2025/26. These relate to implementation of stock condition and energy software, IT systems, review of legal services, H&S policy review and training and L&D opportunities for residents. <u>GDPR Performance</u> During 2024/25, Soha has experienced twenty three data breaches an increase from twenty one in 2024. The majority of these breaches are as a result of disclosure of information to the wrong recipient and we continue to remind staff of training via both the Digital Training Portal and with appropriate members of staff. We have received twenty four subject access requests (SARs) an increase from nineteen in 2023/24 and have found that in a number of cases, residents have on-going issues, or a complaint already raised with us. This figure is comparable with the results seen from other housing associations. The standard of Data Protection Impact Assessments continues to be high across the business. We received seven DPIA checklists covering policies and new projects. One of these resulted in a full DPIA being required (dash cams for Soha Response vehicles). The majority of staff	

understand when and why they need to be completed.

The Chair then invited comments and questions.

A member commented that performance is fantastic especially when compared with other housing associations. He also asked for the wording around the lower spend on planned maintenance to be changed from underspent to a delay in spending as there is an intention to use the remaining budget from 2024/25 in 2025/26.

A member commented on the lower score for complaints satisfaction than those seen in other areas. It was noted that some residents who have been asked this question by Acuity may not have put in a complaint in the last twelve months. It was suggested that a greater level of narrative with the Acuity data would be useful going forward. **NH/PF**

A member found the leadership report really useful and asked for it to become part of future end of year performance reports. This was agreed. **KW**

A member commented on the slowing down on the number of stock condition surveys being carried out. It was noted that we will be re-deploying existing staff to increase the number during 2025/26.

A member enquired about disrepair claims. The Director of Property Services advised that we will defend claims wherever we cannot see failure on our part and consider that it's worth spending money on legal fees to fight cases. He commented that in most cases the resident doesn't receive the bulk of the money paid out on a claim.

Resolved:

That the Board discussed and notes the performance report for 2024/25.

90. Health and Safety – Six Month Update

The Director of Property Services presented the report to update the Board on health and safety compliance matters since November 2024.

It was noted that a full discussion on Fire Risk Assessments has already taken place this evening at items 79 and 80.

He advised that the scale of documents required for Soha Response is vast but is on target and will be completed soon.

The Director of Property Services advised there are lots of outstanding damp, mould and condensation cases. However, he noted that the case remains live for at least one month after any remedial works have been undertaken to ensure that it's been resolved. A member asked if there are enough people undertaking work on DMC. It was confirmed there are and we are in discussion with Soha Response to agree how we will work when cases rise in the autumn and winter.

It was agreed to circulate the monthly H&S report for SLT to the Board. **AT**

Resolved:

That the Board discussed and notes the H&S report.

91. Any Other Business

The Head of Development enquired if Board members would be interested in attending a Development Tour. He also enquired about development training on risks and how Soha mitigates these. There was interest from Board members on both items.

The Chair advised that a survey will be sent to Board members to gauge opinion on the start times of Board meetings and whether there is interest to change the current time.

92. Date of Next Meeting

The date of the next Board meeting is **Thursday, 24 July** at **6.00pm** in the **Board Room** at Soha's office.

The meeting ended at 8.40pm.

Signed:

Date: 24 July 2025