

Board Meeting Summary

This is a short, easy-to-read summary of what was discussed at our latest board meeting. It highlights the key updates, decisions and progress we're making, and what it means for our customers and communities.

- The meeting opened with a tenant story relating to an aids and adaptations case. The board were advised that during these works, we failed to deliver a service to the correct standard and our communication had been poor on a number of occasions. We have identified learning that will be put into place. The board welcomed the tenant story, advising it was transparent to highlight when we got things wrong and more importantly, how we will learn from bad experiences.



- Our Chief Executive, Anna Bishop, provided her quarterly update which focuses on national, regional and local issues that may impact on us and our tenants. Members discussed the recent changes in Government, and the new Prime Minister, Andy Burnham. There is likely to be significant changes in housing policies and we will continue to monitor any changes and the potential impact on our tenants.
- Speke East had been selected as one of the government's Pride in Place neighbourhoods. The programme will provide up to £20 million of funding over a ten-year period to support local priorities and community-led regeneration. Our chief executive, Anna Bishop, and tenant board member, Deb Rees-Armstrong are both involved in this project and are members of the board, which will develop a ten year vision and investment plan for East Speke. You can find out more about Pride in Place here: [Pride in Place - Liverpool City Council](#).
- Board received a detailed update with regards to our performance, budget and property compliance for quarter 1 (April – June). Read more about our performance here [Our Performance | South Liverpool Homes – Transparency & Impact](#).
- Board received an update on our development programme and were pleased to note that work is progressing well on the South Parade site. We will be handing over the first 12 homes in August. On Western Avenue, all apartments have now been let to tenants. Further details about our developments are available here: [New Developments | South Liverpool Homes](#).
- Board reviewed and updated our risk registers. Board regularly review risks and ensure we have actions in place to aim to prevent risks from occurring.



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- A detailed discussion was held in relation to damp, mould and condensation (DMC) and we are carrying out a full review of our approach to DMC. This includes demand for repairs, the resource we have to treat DMC, and the materials and processes being applied.
- We are in the process of preparing for the Social Tenant Access to Information Requirements (STAIRs). We are required to publish certain information on our website by the 1 October 2026. Our customer services committee reviewed our plans for what we intend to publish and provided feedback which included the importance of information being accessible to tenants.
- Board received our annual complaints report for 2025-26 and were informed that we were not fully complying with achieving timescales for acknowledging and responding to all complaints. As a result, we have put a number of improvements in place. You can read our annual report and complaints performance here: [Complaints | South Liverpool Homes](#).
- Board received an update in relation to the development of our new Corporate Plan, which will go live from April 2027. We continue to engage with our tenants and colleagues, to understand what matters most to them. So far, the following themes have been fed back to us:
 - The need for quality parks and green spaces.
 - Improving existing homes and improve their energy efficiency.
 - Meeting the housing need of our diverse community.
 - Having a reliable, consistent and quality repairs service.
 - Support for employment and cost of living.
 - Working in partnership with other organisations to maximise impact and benefit.
 - Build a community base where local people, organisations and SLH can run activities that will promote inclusion and cohesion.
 - More joint working between tenants / residents and SLH colleagues.
- We are in the process of developing our anti-racism strategy. We believe everyone deserves to be treated with fairness, dignity and respect. We want to be an organisation where people feel welcome, valued and able to be themselves, whether you live in our homes, work for us or access our services. The board received the draft strategy, which has been developed in conjunction with engagement with our tenants and colleagues. The final strategy will be presented to board in September 2026.
- The Renters' Rights Act 2025 introduces significant changes to tenancy arrangements, possession routes and landlord responsibilities. The key social housing changes are expected to apply from October 2027 and we are in the process of understanding what this means for us, and our tenants.

