

Summary of Board reports – September 2026

Our Board meets quarterly to oversee Futures and what's happening within and outside of our organisation. This is a summary of the Board's discussions relating to the management of social housing from their meeting that took place on 8 September 2026.

Performance Report (Q1 2026/27)

Overall performance is positive, with improving customer satisfaction and strong financial performance. Repairs satisfaction has increased to 90%, complaints handling is improving, and rent arrears remain low. Key concerns are high levels of ASB reports, 31 overdue electrical safety inspections, stock condition survey coverage at 79%, and some damp and mould cases missing target timescales. Financially, results are ahead of budget, with strong cash and liquidity positions.

Governance Update

The Board is being asked to approve updated governance documents, including a new Intra-Group Agreement, Coterminal Board Policy, updated Terms of Reference and confirmation of compliance with the Governance and Financial Viability Standard. No significant compliance issues have been identified during annual reviews.

Market Rent Disposal Report

Approval is sought to sell 81 market rent properties for £6.1m. The homes would be sold with tenants remaining in place, protecting tenancy agreements. The proposal is based on low future returns, increasing costs and the need to avoid significant future investment.

Trustee Properties

The Board discussed the best way forward with these homes.

Customer Experience Committee Update

The Committee confirmed that Futures meets the Safety and Quality Consumer Standard. Complaint handling performance has improved, with no maladministration findings this year, and scrutiny work on complaints is underway. The Committee is also seeking approval to recruit an additional customer member to maintain strong customer representation.

Chief Executive Report

The report highlights opportunities from national housing investment, including a successful Homes England funding bid. Preparation is underway for a mock regulatory inspection, and complaint performance continues to improve. The report also recommends strengthening governance around future bulk property disposals.

Key Messages for the Board

- Customer satisfaction and complaint handling are improving.
- Finances remain strong and ahead of budget.
- Property compliance remains high overall, but electrical inspections and damp/mould performance need attention.
- Significant asset disposal decisions are being requested to improve long-term value for money.
- Governance arrangements are being updated to strengthen compliance and decision making.
- Major growth opportunities are available through new Homes England funding and future development plans.