

DASH AI Governance Series

BOARD-READY AI. TENANT-FIRST OUTCOMES.

AI Governance: Board Approval Briefing

Purpose

Use this sheet to help safeguard tenants, uphold your values, and avoid reputational or regulatory risk when approving any AI-related activity. It's your quick scan for responsible, transparent, and tenant-centred decision-making.

☑ 5 Key Questions to Ask Before You Approve

- Is it clear how this AI tool makes decisions? – Can staff explain it to tenants?
- Who owns it internally? – Has a named exec and operational lead been assigned?
- Have tenant rights been considered? – Was a DPIA done? Are decisions fair and GDPR compliant?
- Is there independent oversight? – Has this been reviewed by a cross-functional group or ethics panel?
- Are we locked in or can we walk away? – Does the contract include audit rights, bias checks and exit terms?

Green / Amber / Red Flags

Status	Signal
●	DPIA completed, explainability built-in, AUP in place, tenants informed
●	Still piloting, governance work underway, vendor open to questions
●	No privacy or bias checks, no clear owner, vendor won't share model info

📋 Board Assurance Checklist

- Acceptable Use Policy in place
- DPIA completed (if tenant data involved)
- Bias and fairness checks run (esp. for allocation or arrears tools)
- Procurement includes transparency, audit & liability clauses
- Tenants informed & able to question decisions
- Plans for review, monitoring and escalation logged

🚨 If in Doubt, Pause and Escalate

- You don't know who owns it internally
- It affects tenant outcomes, but no DPIA or bias check has been done
- It's a third-party tool with no procurement checklist or contract scrutiny
- Staff or tenants have raised concerns with no formal response

Bottom Line: AI can help — but only if it's governed. This cheat sheet gives you confidence to say yes for the right reasons, and to say “not yet” when needed.



About Demystifying AI for Social Housing (DASH)

At DASH, we help boards and executives use AI safely, productively, and with confidence. Our promise is simple: **Board-ready AI. Tenant-first outcomes.**

We know AI can feel complex. That's why our guides, tools, and workshops cut through the jargon. For board members, we focus on governance and assurance—five clear checks before approval, evidence of compliance with SHRA and Awaab's Law, and practical dashboards that turn data into oversight. For executives, we provide ROI-grounded use cases and peer-tested models that show how AI can reduce complaints, fix repairs faster, and build resilience.

Everything we do is backed by a panel of housing and AI experts with over 15+ years of sector experience. We prove what works with case notes and metrics, not hype.

DASH is not a vendor; we're your AI co-pilot. We help you govern risk, improve services, and earn trust with tenants, staff, and regulators.

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