

AI & Digital Strategy Evaluation Checklist

**For Board Members and Executives
in Social Housing.**



Use this checklist to assess whether your current AI and digital strategy is ethical, effective, and aligned with tenant needs and regulatory expectations.

Checklist Item	Explanation / Criteria	RAG Rating
Do we have a clear AI & Digital vision linked to our social purpose?	Our strategy explains how AI supports better outcomes for tenants, staff, and compliance.	[Red] [Amber] [Green]
Have we assessed our organisational readiness for AI?	We've reviewed data quality, leadership skills, governance structures, & culture.	[Red] [Amber] [Green]
Are our AI & digital investments solving real housing problems?	Projects are focused on meaningful challenges - not tech for tech's sake.	[Red] [Amber] [Green]
Do we pilot and test before scaling?	Every AI initiative starts small, with clear KPIs & human oversight.	[Red] [Amber] [Green]
Is transparency built into our AI projects?	Tenants & staff know when AI is used, how it works, & how to challenge it.	[Red] [Amber] [Green]
Have we conducted bias & fairness assessments?	We've tested for & mitigated bias across characteristics like age & income.	[Red] [Amber] [Green]
Is there a formal AI governance framework in place?	We have clear accountability, ethical review, & oversight processes.	[Red] [Amber] [Green]
Are we partnering wisely & ethically?	Our suppliers & partners meet standards for transparency and data protection.	[Red] [Amber] [Green]
Do we monitor, evaluate, & adapt AI projects continuously?	There are regular review cycles to assess tenant impact, performance, and risk.	[Red] [Amber] [Green]
Are we sharing learning & supporting sector-wide improvement?	We contribute to shared insights & networks to improve housing-wide AI use.	[Red] [Amber] [Green]

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