

## DASH AI Readiness Series

### BOARD-READY AI. TENANT-FIRST OUTCOMES.

#### Board AI Readiness Checklist

**Purpose:** This checklist is designed to help boards discuss their organisation’s readiness for AI in a strategic and governance-focused way. It is not a technical assessment but a set of prompts to support constructive challenge, assurance, and strategic direction.

**How to use:** Apply this checklist in board or strategy sessions to test how well AI plans align with regulatory duties, tenant outcomes, and organisational priorities. Use it to structure conversations, identify gaps, and minute areas requiring assurance.

| Theme                            | Board Prompts for Discussion                                                                                                                                                                                                                                                                                               |
|----------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Current Capabilities</b>      | <ul style="list-style-type: none"> <li>• Do we have the digital infrastructure and data quality needed for responsible AI, or are we building on “patchy” systems?</li> <li>• Are board members confident they understand AI enough to provide assurance and not be sidelined?</li> </ul>                                  |
| <b>Identifying AI Use Cases</b>  | <ul style="list-style-type: none"> <li>• Which areas most need AI support: repairs/damp &amp; mould (Awaab’s Law), stock-condition data, complaints handling, or financial resilience?</li> <li>• Are use cases chosen because they address tenant outcomes and compliance risks, not just “shiny tech”?</li> </ul>        |
| <b>Building AI Literacy</b>      | <ul style="list-style-type: none"> <li>• Do we as a board have enough understanding to ask the right questions about explainability, fairness, and risk?</li> <li>• What training, peer insights, or sector case studies would help us provide stronger oversight?</li> </ul>                                              |
| <b>AI Implementation Roadmap</b> | <ul style="list-style-type: none"> <li>• Is there a clear roadmap showing how AI supports the organisation’s long-term strategy and immediate regulatory duties?</li> <li>• Does the roadmap have milestones linked to Core Issues (e.g. faster repairs, validated stock data, fewer complaints, stronger VFM)?</li> </ul> |

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| <b>Risk Management &amp; Compliance</b> | <ul style="list-style-type: none"> <li>• How will we ensure AI meets regulatory and ethical standards (Awaab's Law, Ombudsman Code, SHRA 2023, RSH expectations)?</li> <li>• Do we have the right guardrails in place (policies, data boundaries, audit logs, human oversight) to avoid reputational or compliance risks?</li> </ul> |
| <b>Assurance &amp; Accountability</b>   | <ul style="list-style-type: none"> <li>• How will progress on AI be reported to the board (dashboards, assurance packs, heatmaps)?</li> <li>• Who is accountable for ensuring AI initiatives are safe, explainable, and tenant-first?</li> </ul>                                                                                     |

**Disclaimer:** This resource is for general guidance in the social housing sector. It is not legal or professional advice. See our [full disclaimer](#) for permitted use and limitations.



## 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.

### Team DASH

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