

DASH AI Readiness Series

BOARD-READY AI. TENANT-FIRST OUTCOMES.

Executive AI Readiness Checklist

Purpose: This checklist is designed to help executive teams discuss their organization's readiness for AI from an operational and delivery perspective. It mirrors the Board AI Readiness Checklist themes so that executives and board members can have a shared framework for debate. However, the prompts here focus on executive responsibilities: ensuring AI delivers on core sector issues (repairs, damp & mould, stock data, complaints, VFM, safe adoption) while supporting staff and tenants.

How to use: Apply this checklist in executive or strategy meetings to identify priorities, risks, and enablers for AI adoption. Use it alongside the Board Checklist to encourage joint debate and alignment between governance and delivery perspectives.

Theme	Board Prompts for Discussion
Current Capabilities	• Do we have the digital infrastructure and data quality needed to support AI in core areas like repairs, stock data and complaints? • Are executive leaders confident in their AI knowledge to drive delivery and reassure the board?
Identifying AI Use Cases	• Are we prioritising AI where it matters most — repairs/damp (Awaab's Law), stock-condition data, complaints triage, VFM savings? • Do selected use cases demonstrate clear ROI, staff time savings, and visible tenant benefits?
Building AI Literacy	• Are executives and managers receiving practical training on explainability, bias and safe use of AI? • How are we bringing staff, unions and tenants along to build trust and avoid resistance or digital exclusion?

AI Implementation Roadmap	• Does the roadmap set milestones that link directly to regulatory duties (Awaab's Law, Ombudsman Code) and Core Issues? • Are there quick wins (faster repairs, improved complaints handling, data integration) to build momentum and staff confidence?
Risk Management & Compliance	• Have we embedded AI policies, guardrails, and ethical checks (data boundaries, logs, human oversight) into our projects? • Are we prepared for inspection scrutiny with explainable dashboards and evidence trails on repairs, stock data and complaints?
Assurance & Accountability	• How will progress on AI adoption be reported to the board and regulator — via dashboards, assurance packs, or KPI heatmaps? • Who in the executive team owns responsibility for safe, explainable, and tenant-centred AI delivery?

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.

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