PCH 2024 Resident Review Minutes
Session 1

Attendees:
Residents x 4
Commercial Team – x 1
Asset Team – x 4
Sustainability Lead – x 1

Apologises:
Residents x 4

Date: 22/11/2024
Time: 10:00-16:00
Venue: Plumer House – Boardroom

	Item	Action:
1.	**Housekeeping & Declarations** PCH Facilitator shared the housekeeping rules with the group– all views are welcome and discriminatory/language will not be tolerated. <u>Declarations</u> 1 x Resident is on the Customer Focus Committee.	
3.	**Intro to Scrutiny** RL went through the New Resident Engagement Strategy, this composed of 5 new objectives: 1. Embed a culture of resident engagement throughout PCH 2. Deliver inclusive engagement with fair access 3. Deliver resident engage that is high quality and value for money 4. Provide training and support that empowers residents 5. Demonstrate listening to residents' voices and feedback the different made. **What is scrutiny?** PCH Facilitator explained that resident led scrutiny of housing providers is a regulatory requirement 'tenant influence and accountability standard'. Scrutiny provides us with value resident led information, and recommendations to make improvements to the service, every resident will feel listens to and can speak without fear. PCH Facilitator played the scrutiny animation to the team and handed out the Transparency, influence and accountability standard formal document. **Review Pathway** The Review Pathway has recently been through a revamp and now allows for am fuller introduction to ensure residents have a through understanding of the process and subject area. The topic was chosen through various consultations	

	by you. Our current chosen topic is the standard if PCH shared spaces. Your role in scrutiny is to collaboration with PCH & residents with personal experiences and ideas for PCH to look for possible improvements and good practice. What support is there for you: • PCH resident involvement co-ordination • TSPA national scrutiny club members receive regular sessions and annual conferences • PCH Learn for free, PCH resident learning co-operation. • TPAS digital training offer, expenses covered for any activities, undertaken and meetings attended and scrutiny support network. PCH Facilitator explained the terminology to members in the group – [redacted] asked if we could get a possible notebook for scrutiny with print outs for label for terminology inside – PCH Facilitator to investigate into this.	
4.	**Head of Property, Safety, and Environmental Services** They have been with PCH for 14 years. They are Involved in facilities management at Plumer House, Head of Health and Safety, and Environmental Services, they Manage 110 frontline/operational staff, including rangers, cleaners, caretakers, and oversees the Reuse Centre. **Reuse Centre:** Stores whitegoods, furniture, and toys from void properties that have been safety checked and can be given to residents who apply. **PCH Shared Spaces:** Balancing cost-effectiveness, time and getting everybody on the same page for their needs. **Anti-Social Behaviour (ASB):** • **Common Issues:** Green and communal spaces often involved in ASB activities like drug use, dog mess or unkept areas, and weapons. • Actions have been taken previously at Granby Way where we have removed sheds and cut down trees to reduce ASB behaviour. **Maintenance and Cleaning:** • **Standards:** Applying house mark standards to work carried out in stairwells and communal areas. • **Affordability:** Extra cleaning for communal areas can be expensive and not always affordable for residents, leaseholders sometimes don't want to pay – and have issues obtaining payment and contacting them. • **Bins and Waste Management:** Issues with curbside bins, power washing, and the encouragement of fly-tipping. **Ownership and Services:** **Land Ownership -** Clarification is needed on what land is managed by Plymouth City Council (PCC) and what is managed by PCH. **Service Differences:** Understanding the different services provided to various	

	property types like blocks, sheltered housing, and leaseholds. **Considerations:** • **Proactive vs. Reactive:** Need to balance reactive maintenance with proactive measures. • **Design Improvements:** Better management of land and green spaces to be more self-managing and biodiverse, reducing the need for oversight and freeing up resources. **Next Steps:** • Head of Commercial to send PCH Facilitator a copy of her team structure and responsibilities to share with the panel. • Arrange a meeting with the finance team to discuss service charges and their transparency. • Capacity and headroom – reactive than having the ability proactive, is there a way we can achieve this?	
5.	**Consultation Results:** 1. **Top Topics:** ○ **Standard of Homes:** This was the primary concern. ○ **Maintenance of Greenspaces:** This was the second most important topic. ○ 2. **Greenspaces Issues:** ○ **Grass Cutting:** Inconsistent cutting, leading to overgrown paths. ○ **Regular Maintenance:** Need for regular cutting and maintenance. ○ **Neighbourhood Appearance:** Concerns about the overall look of the neighbourhoods. ○ **Fly-tipping and Damaged Grass:** Issues with fly-tipping and damaged grass, with residents feeling they are not receiving value for the service charges paid. 1. **Accessibility:** ○ Making shared spaces accessible for older residents. 2. **Contractor Work:** ○ Ensuring quality work by contractors, based on previous scrutiny. 3. **Communal Entrance Systems:** ○ Ensuring communal entrance systems are effective. **Address Overload in Environmental Services:** • Develop a plan to reduce the workload in the environmental services department. • Connect higher management to address these issues effectively. **Improving communication:** Simplify communication to residents. For example, instead of specifying the department (like electrician), just mention that a repair person is coming.	
6.	Asset Team **Key Teams and Their Roles:**	

1. **Stock Condition Surveyors:**
    - Collect information about homes and blocks.
    - Assess the condition of finishes, walkways, and courtyards.
    - Determine the best investment strategies and improvements.
    - Evaluate the current state of repair and decide on short-term maintenance needs.
    - Collaborate with Len's team for maintenance and repair decisions.
2. **Planned Maintenance Manager:**
    - Oversees painting, décor, roofs, kitchens, windows, and building regulations.
    - Ensures buildings are up to standard.
3. **Investment Planning:**
    - Manages two teams of surveyors.
    - Reports on the condition of kitchens and block sites.
    - Maintains up-to-date information for planning.
    - Develops a 30-year plan, financial stress tests, and maps out major projects.
4. **Large Major Refurbishment:**
    - Coordinates with housing, environmental services, and consultations.
    - Identifies issues and specifications for costing.
    - Manages large refurbishment projects, including communal areas.
5. **MC:**
    - Works in the community with contractors to deliver projects.
    - Focuses on major refurbishment projects and communal areas.
    - Collaborates with environmental services to update greenspaces.

How PCH Acquires Properties: Details on the acquisition process are needed.
Leaseholder Charges:
Different Charges: Clarification on the various charges for leaseholders.

Maintenance and Improvement Processes:

- **Short-Term Repairs:** Decided by Planned Maintenance team based on Stock Condition Surveyor assessments.
- **Long-Term Overhauls:** Managed by asset management if there are numerous requests.
- **Public Consultations:** Conducted for major projects like block demolitions.
- **Resident Consultations:** Key stakeholders (housing and communities) hold events to discuss issues and present plans.

Design and Biodiversity:

- **Design Considerations:** Includes input from external experts for biodiversity and sustainability.
- **Anti-Social Behaviour (ASB):** Designs consider ASB prevention through secure design principles and lighting.

Communication and Feedback

	Information Gathering: • **Block Surveys:** Conducted to gather new information and shape future plans. • **Resident Feedback:** Collected through walkabouts and consultations. **Financial and Practical Considerations:** • **Cost Balancing:** Decisions on costs and rent are made on a case-by-case basis. • **Service Charges:** Clarification on what is included and ensuring value for money. **Additional Points** • **Floor Finishes in Communal Spaces:** Ensuring they are easy to clean and meet residents' satisfaction. • **Coordination with Environmental Services:** To identify and address greenspace issues.	

7.	**Sustainability Lead**
	Strategy, performance and insight – (community land strategy communal spaces)
	Strategy, Performance, and Insight:
	• **Community Land Strategy for Communal Spaces:**
	  • Focus on managing community land and neighbourhoods.
	  • Emphasis on biodiversity, improving nature and habitats for wildlife and plants.
	  • Creating and mapping land with residents to envision future developments based on available funding.
	
	Green Spaces Strategy:
	  • Transforming concrete areas into community spaces.
	  • Enhancing biodiversity to improve nature and habitats.
	  • Engaging residents in the planning process to reflect their desires for the future of their estates:
	  •
	Community Engagement:
	  • Increasing community engagement with green spaces and biodiversity.
	  • Providing opportunities for residents to gain new skills.
	  • Enhancing mental health through interaction with green spaces
	
	Transparency and Long-Term Planning:
	Resident Involvement:
	• **Management and Maintenance:**
	  • Identifying residents interested in managing or maintaining green spaces.
	  • Making landscapes more self-managing to increase capacity in environmental services.
	Future Scrutiny and Recommendations:
	New Homes:
	  • Including future scrutiny and recommendations in the planning of new homes.
	  • Ensuring that new developments align with the community's needs	

	and sustainability goals.	
	Scope **Purpose:** The scope serves as a focal point for the scrutiny task and finish group to review and investigate specific areas. It helps in identifying key questions and areas of focus. **Key Questions to Address:** 1. **Value for Money:** • Are residents receiving the right value for the money they pay? 2. **Environmental Needs:** • Is the environment meeting the needs of the residents? 3. **Anti-Social Behaviour (ASB):** • Where are there high levels of ASB complaints in shared spaces? • Are environmental factors contributing to ASB behavior? • How can we address these factors to improve the environment for PCH residents? 4. **Impact on PCH:** • What is the impact of ASB on PCH? • Can alterations to the environment benefit PCH residents and reduce ASB? 5. **Service Efficiency:** • Identify gaps in current services – are we being reactive instead of proactive? • How can we prioritize the delivery of environmental services to make them more efficient? **Next Steps:** • Resident Learning Co-Ordinator will join to help write the scope and shape the scrutiny questions. • Gather any additional questions and put together proposals based on the identified gaps and areas of improvement	
8.	Q&A **Q&A and Next Steps for Scrutiny Task** **Departments to liaise:** • **Finance** • **Housing with Support** • **Tenancy Management** • **Leasehold Team** (for the next meeting) **Key Areas of Focus:** 1. **Wide Range of Areas:** • Not just focusing on blocks but looking at a wide range of areas. 2. **Sheltered Housing:** • Why are there different service charges? Ensuring fairness in service charges. 3. **General Needs and Communal Lands:** • One question specific to blocks. • One question related to the type of communal space. 4. **Resident Priorities:** • Do residents need their windows cleaned? What is the scope for	

	that? 5. **Service Charges:** • How are service charges calculated? • Who are they applied to? • How are they challenged? • Formulating questions for Finance. **Next Steps:** 1. **Training Session:** • Next session will include training on how to write a scope. • Plan what the group aims to achieve. 2. **Consultations:** • Speak to Tenancy, Leasehold, and Finance departments simultaneously. • Form a steering group to gather input from various stakeholders. 3. **Scope Definition:** • Define the scope for Housing with Support (HWS), General Needs, and Blocks. • Understand the context of shared spaces in different types of stock (e.g., supported living, general needs, blocks). 4. **Maintenance Programme:** • Clarify the maintenance programme for general needs properties. • Define maintenance standards for trees, grass, and communal areas. 5. **Activities and Coordination:** • **Land Ownership Map:** Callum to send to Rich. • **Louise's Spreadsheet:** Detailing who is responsible for what. • **Possible Invite to PCC –** Regarding land ownership and who does what? • **Finance Queries:** Ask Finance about chargeable services, how service charges are calculated, performance statistics, and oversight. **Service Charges:** • **Transparency:** Need for clear breakdowns of service charges, which should be sent to residents via paper. • **Meeting with Finance:** Suggested to discuss the calculation and application of service charges.	
9.	Next Session: Tuesday **10th December Plumer House @ 10am**	