PCH 2024/2025 Resident Review Minutes
Session 6

Attendees:
PCH Residents – x 4
PCH Communities Administrator
PCH Resident Involvement Co-Ordinator
PCH Head of Communications, Marketing, and External Engagement

Apologises:
PCH Resident – x 1

Date: 01/04/2025
Time: 11:00-16:00
Venue: Plumer House – Boardroom

	Item	Action:
	Restructure: The organisation has undergone some restructuring, with Resident Involvement now sitting within the Communications, Marketing and External Engagement Tea, including the Resident Review Team. **Task and Finish Group:** Resident highlighted the challenges in driving the task and finish groups and recruiting new members, particularly in terms of capacity, training, and experience. It is important to provide more information regarding available travel options and to offer incentives for participation to both staff and tenants. Mary proposed that the Communications team collaborate closely with the Resident Review Team to enhance mutual understanding of what they do. The Resident Review Team is invited to join the Live Staff Teams link and participate in an interview with the PCH CEO	
1.	**Information on All Documents Received:** **Land Ownership Maps:** Currently unable to open. Please unzip and transfer them accordingly. **Meeting Minutes** **Report:** Drafts and potential recommendations. **Scope** **Review Activities:** Questions were sent to individuals, and responses were received. Notes were taken during activities. **Survey Results:** Results from all consultations. **Action Items:** PCH Facilitator is to move files and make the road maps more accessible. PCH Facilitator is to share the terms of reference for the steering group's terms of charge. Although slightly outdated, these will be shared for reference. The updated version requires sign-off from the finance manager.	

2.	**Report Editing & Scope Recap** **Service Charges:** The fairness and equitability of service charges for leaseholders and residents have been evaluated based on survey results. There is a noticeable mismatch in perceptions; while Plymouth Community Homes (PCH) believes the charges are fair, residents feel they are not receiving value for payments. It is essential to communicate clearly to tenants what they are paying for, what they are receiving, and where to go if they have concerns. **Recommendations:** 1. **Communication Review:** There needs to be a review of how service charges are explained, including their allocation and the complaint process. A detailed booklet, featuring colour and graphs, should be created for residents to provide in-depth information in an accessible and resident-friendly format. 2. **Community Walkabout:** Implement regular community walkabouts to engage with residents and address their concerns, felt the name of a resident walkabout didn't encourage those who had impairments or couldn't walk far an opportunity to engage – off putting and should perhaps the name should be changed. 3. **Land Repurposing:** Identify and repurpose unused or underutilised land to benefit the community. 4. **Service Charges:** Establish a service charge working group, potentially including resident involvement, to educate the community about service charges through various channels such as social media, videos, and community meetings. **Suggestions:** 1. **Service Charge Working Group:** Educate residents on service charges through social media, videos, and community meetings. This will help staff and residents understand the calculations and definitions of service charges. 2. **Land Utilisation:** Conduct further work to identify and repurpose pieces of land, such as the Wolseley Road flats bin stall, to reduce fly-tipping and create safe community spaces. 3. **Maintenance Prioritisation:** Review the categorising of repairs in communal spaces to ensure safety and cleanliness, why are their certain time scales? Are communal repairs assigned to an address? 4. **More Money on better quality materials:** A clean and well-maintained area is easier to manage and enhances the reputation of PCH, using more money to use better quality materials that require less maintenance and saving time for the rangers. E.g. Bannisters/Paint. 5. **Community Safety Lighting:** Map community safety lighting and assess the impact of trees and foliage on lighting effectiveness. **Observations for Improvement:** • Evaluate land without specific ownership and investigate the usage of external spaces. • Implement QR codes for residents to report when areas have problems. • Address the impact of trees on security lighting and the maintenance of these areas to prevent dark spots and associated issues.	

	Questions to be Answered: • How does the PCH Tree Surgeon identify trees that impact security lighting? • How can the usage of external spaces be futureproofed through community surveys? **Safety of Staff and Residents:** • Review working policies, including pair working and reporting. • Ensure all staff have access to necessary technology for reporting and managing incidents. **Community Engagement:** • Reconsider the name and format of community walkabouts to enhance resident engagement. • Trial different methods of engagement and review their effectiveness after a defined period. **Repairs and Maintenance:** • Establish a single point of contact for reporting repairs and improve the prioritisation and oversight of communal repairs. • Involve repairs operatives, EMT, board members, and possibly police in community walkabouts to address issues such as ASB and fly-tipping. **Bins and Fly-Tipping:** • Continue ongoing work with Environmental Services on the bin project to reduce overall capacity and fly-tipping. • Provide relevant fire safety information and consider adding murals designed by children to enhance community spaces. **CCTV:** • Recommend an increased rollout of CCTV across communal spaces to enhance security. **Next Scrutiny:** • Ensure IT resources are available to everyone, including laptops and necessary files. • Improve the reporting and sharing of incidents.	
3.	**Report Editing** PCH Facilitator to bring the next version of the report together by this Friday (4th April) Feedback from review team to be given before final review on Tuesday 15th April – PCH Facilitator to send MS Teams invite.	
4.	**Next Session:** TBC – MS Teams Meeting to agree to final report prior to submission – Tuesday 15thh April – PCH Facilitator to send invite. Executive Management Team briefing – Wednesday 23rd April @ 9:00 – Peter Ebsworth Suite Customer Focus Committee Meeting – Friday 9th May	