PCH 2024 Resident Review Minutes
Session 2

Attendees:
Residents – x 6
Sustainability Lead – x 1
PCH Staff – x 3

Apologises:
Resident – x 1

Date: 10/22/2024
Time: 13:00-16:00
Venue: Plumer House – Boardroom

	Item	Action:
1.	**Recap** **Goals for end of the session:** • Identify Objectives: Clearly outline what you want to achieve. • Define Shared Spaces: Specify what constitutes shared spaces in context. **Defining Shared Spaces** • Communal Land: Areas accessible to all residents. • Green Spaces: Parks, gardens, and other vegetated areas. • Courtyards: Open spaces within the building complex. • Entrances: Main entry points to buildings or complexes. • Assets: Items like planters, benches, and other communal assets. **Addressing Different Issues** • Types of Flats: Recognise that different types of flats (e.g., high-rises, maisonettes) have unique needs and issues. • Shared Spaces: Understand that shared spaces within different blocks or flats may face distinct challenges. **Scope of Questions** • Broad Questions: Ensure your questions cover a wide range of topics to gather comprehensive feedback. • Specific Issues: Tailor questions to address specific issues related to different types of flats and shared spaces. **Next Steps** 1. Clarify Objectives: Define what you want to achieve by the end of the day. 2. Define Shared Spaces: Clearly outline what constitutes shared spaces in your context. 3. Identify Issues: Recognise the unique issues faced by different types of flats and shared spaces. 4. Formulate Questions: Develop broad and specific questions to gather	

	comprehensive feedback.	
2.	**Data Review Summary** **Common Themes from Complaints** **1. Fly Tipping** • Identify areas with frequent fly tipping. • Consider installing CCTV for monitoring. • Refine the definition of fly tipping for clarity**.** **2. Gardens and Green Spaces** • Complaints about uncut and unclean gardens. • Determine responsibility (PCH or PCC). • Explore the possibility of extending gardens or refining maintenance responsibilities. • Discuss land ownership and opportunities for tenants to manage spaces. • Evaluate high-maintenance areas and consider repurposing or transferring ownership to reduce costs. **3. Shared Laundries** • Issues with access and supervision. • Consider fob entry linked to tenants to prevent abuse. • Address concerns about laundry charges and accessibility for full-time workers. • Review current arrangements and potential improvements. 4. **Service Charges** • Clarify what the service charge covers. • Ensure transparency about what residents are paying for and receiving. • Address concerns about overcharging and the frequency of services like grass cutting. **5. Leasehold Issues** • Engage with the leasehold team for more detailed discussions. • Address concerns about the use of PCH-approved contractors and service charges. • Review the leaseholder handbook for clarity on service charges. **6. Community Engagement** • Support residents' groups in taking ownership of their environments. • Collaborate with local organizations to use unused land. • Address challenges with managing allotments and keeping community interest. **7. Environmental Services** • Review the overview provided by Louise Turner. • Ensure clear communication about what environmental services cover. **8. Parking and Accessibility** • Clarify ownership and responsibility for car parks. • Address issues of accessibility and security in shared spaces. **Way Forward** **1. Interview Staff and Focus Groups** • Gather more detailed insights from internal teams and residents.	

	2. **Data Analysis** • Continue reviewing complaint data to find patterns and specific areas of concern. 3. **Consultations** • Engage with residents and community groups to gather feedback and suggestions. 4. **Action Plan** • Develop a plan to address the identified issues, including potential changes to maintenance practices, service charges, and community engagement strategies.	
3.	**Scope Training and discussion** **Scope of Training** **Delivered by**: PCH Resident Learning Co-ordinator **Key Topics** 1. **SMART Objectives** • **Specific**: Clearly define what you want to achieve. • **Measurable**: Ensure you can track progress and outcomes. • **Achievable**: Set realistic goals. • **Relevant**: Align aims with broader goals. • **Time-bound**: Set deadlines for achieving objectives. 2. **Comparing Against Other Organisations** • Benchmarking practices. • Identifying best practices and areas for improvement. • Learning from the successes and challenges of other organizations. **Scope Discussion** **Scope** • Align with PCH's wider corporate strategies. • Define indicators of a successful review and how they will be measured. **Key Points** 1. **Number of Objectives** • Choose 3-5 objectives based on time and capacity. • Identify topics that are too broad and narrow them down. 2. **Data Gathering** • PCH Facilitator to gather relevant data. • Create a roadmap for accountability. • Consult with SMT (Senior Management Team) on the chosen topics. **Detailed Objectives** 1. **Complaints Analysis** • Percentages of Complaints: 78% of complaints are from people in blocks. • Definition of a Block: Clarify what constitutes a block (e.g., Granby Street, courtyards). • Different Issues: Recognize that issues vary by entrance type, building height, and services provided.	

	• Sub Teams: Form sub teams to gather evidence from different perspectives (e.g., blocks with lifts). • Spread of Complaints: Analyse if complaints are from the same individuals or areas. • Surveys: Conduct surveys specifically for residents in tall buildings. • Stock Analysis: Figure out what percentage of PCH homes are blocks. **2. Environmental Sustainability** • Understand land ownership (PCC vs. PCH). • Explore ways to make PCH more environmentally friendly. **3. Cost Effectiveness** • Evaluate if services provided are cost-effective for PCH. **4. Safety in Communal Spaces** • Ensure the safety of residents and staff in communal spaces. • Consider the knock-on effects and safety assets.	
4.	**Activity planning** **Anti-Social Behaviour (ASB) Data** • Review ASB Data: Investigate the types of ASB incidents reported in tall buildings. • Useful Data: Determine if the data provides actionable insights. **Ranger Roles and Responsibilities** • Specific Roles: Find out if there is a specific person or ranger assigned to tall buildings. • Role Flexibility: Check with Head of Commercial if rangers can switch roles (e.g., beacon ranger one day, another type the next). • Team Leader Consultation: Speak to the Team Leader in the environmental department to understand ranger roles better. • Survey Rangers: Consider conducting anonymous surveys to gather feedback from rangers about their roles and challenges. **Meeting Arrangements** • Neutral Meeting Place: Arrange to meet a ranger in a neutral location, like a café, to help open discussion. • Agenda Request: Request the agenda for the next meeting a week in advance to prepare effectively. **Scrutiny Panel and Communication** • Teams Chat Facilitation: PCH to facilitate a Teams chat for the scrutiny panel. • Registration Assistance: Help people register with Teams and encourage them to share their thoughts and insights. **Next Steps** 1. Data Analysis: Review ASB data for tall buildings. 2. Role Clarification: Clarify ranger roles and responsibilities with Head of Commercial and the Team Leader.	

	3. Survey Implementation: Develop and distribute anonymous surveys to rangers. 4. Meeting Preparation: Request the agenda for the next meeting and arrange a neutral meeting place with a ranger. 5. Teams Chat Setup: Set up and facilitate a Teams chat for the scrutiny teams.	
5.	**Next Meeting:** 6th January 2025 – subject to change – if there is an opportunity to meet with staff. Plumer House Boardroom	