PCH 2024 Resident Review Minutes
Session 3

Attendees:
Residents – x 3
PCH staff – x 2
PCH Executive Director of Homes and Communities

Apologises:
Resident – x 4

Date: 09/01/2024
Time: 13:00-16:00
Venue: Plumer House – Boardroom

	Item	Action:
1.	**Introductions and Welcome** 1. **Introductions and Welcome** • Opening remarks and introductions of all attendees. 2. **Community Walkabouts** • **Success Metrics**: Discussion on the success of community walkabouts. • Number of residents participating. • Frequency and number of walkabouts conducted. • **Engagement Methods**: Exploring different methods to engage with communities during walkabouts. 3. **Data and Land Ownership** • **Head of Strategic**: Requesting data on land ownership. • Discussion on the importance of understanding land ownership for better community management. 4. **Meeting with Environmental Head Handlers** • **Environmental Concerns**: Addressing key environmental issues and strategies for improvement. • **Collaboration**: Enhancing collaboration between departments to address environmental challenges. 5. **IT and Document Access** • **Access to Documents**: Ensuring access to necessary documents for all relevant parties. • Setting up a SharePoint folder with read-only access. • Providing spare laptops or tablets for document access. • **Communication**: Establishing a chat for questions and discussions related to document access.	
	Action Items 1. **Community Walkabouts**: Collect data on the number of residents participating and the frequency of walkabouts. Explore new methods to engage with the community.	

	2. **Data Collection**: James to gather data on land ownership and share findings with the team. 3. **Environmental Meeting**: Schedule a meeting with environmental head handlers to discuss key issues and collaborative strategies. 4. **IT Coordination**: Coordinate with IT to set up a SharePoint folder with read-only access and provide necessary equipment for document access.	
2.	**EMT Visit with PCH Executive Director of Homes and Communities** Interim Head of Director of Home & Communities – since November Background in housing associations – developing services with residents and reviewing services. Learning and adapting processes to benefit residents and the service. **Discussion Points and Ideas** **Internal and External Areas** • **Community Spaces**: Develop communal areas like gardens, playgrounds, and lounges to foster a sense of community and ownership. • **Maintenance and Cleanliness**: Implement regular cleaning schedules and maintenance checks for communal areas. Encourage resident participation in community clean-up events. **Resident Involvement and Responsibility** • **Two-Way Responsibility**: Promote mutual respect and responsibility among residents. Encourage them to get to know their neighbours and maintain a safe and clean environment. • **Resident Representatives**: Appoint resident representatives for each block or area to act as a point of contact for reporting issues and organizing community activities. **Reporting and Repairs** • **Efficient Reporting System**: Develop an easy-to-use reporting system for communal repairs and maintenance issues. Categorize repairs based on urgency and ensure timely responses. • **Walkabouts and Inspections**: Organize regular walkabouts with residents and staff to identify and address issues. Use these opportunities to engage with residents and gather feedback. **Community Engagement** • **Events and Activities**: Host regular community events such as clean-up days, gardening clubs, and social gatherings. Offer incentives like free food or small rewards to encourage participation. • **Communication and Follow-Up**: Ensure transparent communication by regularly updating residents on the progress of reported issues and community projects. Use newsletters, notice boards, and social media to keep everyone informed. **Supporting Community Groups** • **Mentorship Programs**: Establish mentorship programs to support and grow community groups. Identify and train community leaders who can take on responsibilities and drive initiatives. • **Funding and Resources**: Allocate funding for community projects and provide resources to support resident-led initiatives. Encourage residents to submit ideas and proposals for improving their living environment. **Safety and Well-Being** • **Mental Health Support**: Provide mental health resources and support for	

	residents and staff. Create a safe space for residents to voice their concerns and seek help. • **Anti-Social Behaviour Policy**: Review and update the anti-social behaviour policy to ensure it promotes a healthy and respectful neighbourhood. Implement measures to address and prevent anti-social behaviour effectively. **Collaboration and Investment** • **Partnerships**: Collaborate with other housing associations and organizations to share resources and best practices. This can help in addressing common issues and improving overall community well-being. • **Investment in Communities**: Invest time and resources in understanding the needs of the community. Seek additional funding and grants to support community development projects.	
	Additional Points • **Visibility and Presence**: Increase visibility and presence within the community through regular walkabouts and public engagements. • **Community Feedback**: Collect and analyse data on the effectiveness of community initiatives and present findings to residents. • **Incentives for Participation**: Use creative incentives like free food or small rewards to encourage resident participation in community activities. • **Supporting Community Groups**: Grow and encourage community groups by providing mentorship and resources. • **Funding Allocation**: Prioritize funding for communal area improvements and resident-led initiatives. • **Collaboration with Other Organizations**: Work with other housing associations and organizations to share resources and best practices. • **Resident Motivation**: Understand and address the motivations for resident involvement to foster a sense of ownership and community.	
	Action Items • **Review Anti-Social Policy**: Paula to review the anti-social policy to promote healthy neighbourhoods. • **Data Collection**: Awaiting data from Finance, Strategic, and Asset teams to inform decisions.	
3.	**Key Discussion Points** **Service Charges and Ad-Hoc Charges** • **Fairness and Execution: Are charges fair for tenants and leaseholders?** • **Breakdown of Charges: Detailed charges for specific services per resident per block.** • **Consultation Process: How are service charges changed and what is the process?** • **Ad-Hoc Charges: Determination and agreement of ad-hoc charges and rebates.** **Resident Engagement and Feedback** • Resident Involvement: How many residents participate and how to increase involvement?	

	• Feedback Mechanisms: Inviting residents to meetings for discussion. • Survey Distribution: Sending surveys for feedback on service charges and service frequency. **Community Investment and Impact** • Investment Feedback: Gathering feedback on community investments. • Tree Maintenance: Addressing tree maintenance concerns**.** **Environmental Services and Sustainability** • Fly-Tipping Consultation: Reviewing fly-tipping consultation results. • CCTV and ASB: Assessing the impact of CCTV on anti-social behaviour. • Sustainability of Shared Spaces: Maintaining and improving efficiency in shared spaces. **Communication and Transparency** • Service Awareness: Ensuring residents are aware of the services and their frequency. • Ownership of Land: Clarifying land ownership between PCH and PCC for residents. **Safety and Well-Being** • Resident and Staff Safety: Ensuring safety in shared spaces, including lighting and addressing ASB. • Risk Surveys: Conducting surveys to identify safety risks. **Action Items** 1. Review Anti-Social Policy: Paula to review the anti-social behaviour policy. 2. Data Collection: Collecting data from Finance, Strategic, and Asset teams. 3. Fly-Tipping Project: Comparing areas with and without CCTV. 4. Resident Surveys: Distributing surveys for feedback on charges and safety. 5. Community Meetings: Organizing meetings to discuss services and charges. 6. Tree Maintenance: Following up on tree maintenance concerns. 7. Service Charge Review: Deb Elmes to discuss service charges. 8. Funding Allocation: Prioritizing funding for communal improvements. 9. Safety Measures: Exploring cameras and security measures for residents.	
4.	**Scope Review continued**… PCH Facilitator to Share Fly-Tipping Consultation Results: 1. Historical Changes in Flytipping: Reviewing historical changes and differences noted by PCH. 2. PCC Rules for Bulky Waste Collection: Rules and regulations for bulky waste collection. 3. Fly-Tipping Project: Comparing CCTV areas and reductions in ASB. 4. Resident Surveys: Inviting residents to participate in surveys. 5. Service Charge Awareness: Ensuring residents know their service charges and service frequency. 6. Engagement with Service Charge Team - available for service charge discussions. 7. Cost-Effectiveness of Services: Reviewing cost-effectiveness and resolving issues proactively. 8. Work Impact and Costs: Reviewing costs and impacts of ongoing work.	

	9. Collaboration with Non-PCH Organisations: Working with non-PCH organizations for efficiency. 10. Sustainability of Shared Spaces: Maintaining shared spaces sustainably. 11. Land Ownership Awareness: Clarifying land ownership for cost savings. 12. PCC Switchboard Calls: Analysing switchboard calls for better redirection. 13. Land Allocation Map: Creating a map for land allocation. 14. Allotments and Green Spaces: Renting out allotments and informing residents. 15. Resident Safety in Shared Spaces: Ensuring safety in high ASB areas. 16. Staff and Resident Surveys: Conducting surveys for feedback on charges and safety. 17. CCTV Implementation: Evaluating CCTV installation in stairwells. 18. Support for Ring Doorbells: Supporting residents in installing ring doorbells?	
5.	**Activity Planning** **Site Visits** • If you want to attend let PCH Facilitator know. Noted that review members may struggle with mobility in blocks. **Setting Up Teams** • **File Upload:** Upload documents to SharePoint for the review team. **Survey** • **Distribution:** Send out a survey to both residents and staff.	