PCH 2024 Resident Review Minutes
Session 4

Attendees:
PCH Residents – x 6
PCH Staff – x 2
PCH Senior Communities Worker
PCH Leasehold Team – x 3

Date: 13/02/2025

Time: 11:00-15:00
Venue: Plumer House – Boardroom

	Item	Action:
1.	Introductions/Welcome. • **Visit Sites:** PCH Facilitator and resident at Flora Court, Union Street at 12 PM, Friday 14th Feb **Environmental Visits:** • **Monday & Tuesday:** West Park, Wolseley Road, & Barbican - 2 x residents • **PCH Facilitator:** To send out details.	
2.	**RSH Minor Briefing –** There will a briefing about the last scrutiny summary of what we have discovered and what has happened since the scrutiny (Damp and Mould). Regulator of social housing PCH have had an audit through all parts of the business, there will be a march inspection from the regulator of social housing attending on the week W/C 24th March and will be joining one of our sessions. Governance Manager would like to attend a meeting with the review team with Auditor, just to familiarise the group on what to expect and if we are following and meeting the consumer standards.	
3.	**Key Points:** 1. **Board Attendance:** • PCH Facilitator to coordinate with board members for walkabout attendance. • 2 x PCH Tenancy Management staff to review Clowance Street, which was rebuilt and refurbished after a major fire 10 years ago. 2. **Upcoming Walkabout:** • Scheduled for 26th February at 10:30 AM, covering Ringmore Way and Brayford Close. • PCH Facilitator to send out invites and meeting place. 3. **Technology and Reporting Issues:**	

	• Staff only have work phones, no tablets, and lack access to systems like Northgate while in the field. • Reporting repairs is inefficient, leading to frustration due to unresolved issues and lack of response. 4. **Specific Concerns:** • Lengthy delays in communal and decorative repairs. • Poor maintenance in communal areas, including missing paint, graffiti, and non-functional lights. • Under stairs storage rules causing relationship issues; need to reassess fire safety regulations and explore alternative storage options. • Map links to where meets up are specifically on a map. 5. **Resident Involvement:** • Engage residents in decisions about sheds for prams/bikes/scooters. • Consider environmental impact and cost of wooden sheds. • Involve residents in the design process for new builds and communal areas. 6. **Community Initiatives:** • Internal murals involving children to prevent graffiti. • Evaluate the effectiveness of CCTV and consider Ring doorbells as a standard feature. 7. **Repair and Maintenance:** • Address delays in communal area repairs and establish clear timelines. • Suggest fire hazard training for residents before tenancy begins. • Investigate why repair operatives rarely accompany housing officers on walkabouts. 8. **Financial Impacts:** • Review and recalibrate service charges for communal repairs to ensure fairness across residents and leaseholders. • Consider a scheme to reward and compensate residents for taking ownership of communal areas. **Action Items:** • PCH Facilitator to send out invites and promote the walkabout. • Discuss technology and reporting issues with relevant departments. • Reassess fire safety regulations and explore alternative storage options. • Engage residents in decisions about communal spaces and storage. • Evaluate the effectiveness of CCTV and consider Ring doorbells. • Address delays in communal repairs and establish clear timelines. • Investigate the involvement of repair operatives in walkabouts. • Review and recalibrate service charges for communal repairs. • Consider a scheme to reward residents for maintaining communal areas.	
4.	Information Review Agenda item incorporated alongside other items of discussion – with residents being given latest resident review consultation responses. This was then offered to residents to take with them to continue the review and provide critique,	
5.	LUNCH	

6.	1. **Leaseholder Handbook Update:** Currently being updated. RL introduced the resident review team and the leasehold team. 2. **Discussion Topics:** • **Different Leases and Their Impacts:** • Resident raised questions about the differences in charges between leaseholders and non-leaseholders in a block. • Different types of leases: repairs and improvement leases vs. repairs-only leases. • Lease terms remain unchanged with new owners; they inherit the existing lease. • Shared ownership involves owning a percentage of the property. • **Service Charges:** • Charges for additional services like laundry and stairwell cleaning. • Some blocks have requested stairwell cleaning through consultation, while others have it included in the lease. • Leaseholders may modify their lease to add an additional 90 years, with reforms potentially extending this to 999 years. • **Financial Considerations:** • Look-back period to ensure charges are fair and directly related to the leaseholders. • Service charge adjustments are made annually based on forecasts and actual expenses. 3. **Action Items:** • Leasehold team to send a fact sheet to PCH Facilitator for team distribution. • Speak to PCH Service Charge accountant about the process and fairness of charges, especially for major works. • Ensure maintenance reports are accurate and reflect the work done. • Follow up with the environmental team to ensure charges are correctly applied and services are provided.	
7.	**PCH Fly Tipping Work Summary** **Objective:** Improve local areas by addressing fly tipping issues, starting with Stonehouse, and potentially expanding successful strategies to other areas. **Key Points:** 1. **Survey and Resident Engagement:** • Sent 1,000 surveys in the Stonehouse area, receiving 140 responses. • Residents are aware of the issues and motivated to make improvements. 2. **Awareness Raising:** • Many residents are unaware of how to report fly tipping or what can be disposed of in bins. • Communication efforts include flyers, social media posts, and	

	website articles. • Ongoing drop-in sessions have shown interest from about 50 residents in improving the local area. 3. **Current Initiatives:** • Delivery and gardening groups, "Clean My Patch" initiatives, and green space maintenance. • Collaboration with Mel for green hubs in Devonport and other areas. 4. **Next Steps:** • Engage residents to improve their areas. • Identify barriers to proper disposal and advocate for better options. • Monitor progress over the summer and present findings to the organisation. • Environmental services team to lead efforts, focusing on cost-effective solutions. 5. **Challenges:** • Fly tipping may not always be caused by residents. • High costs associated with waste disposal. 6. **Recommendations for Review Team Report:** • Emphasize the importance of listening to residents to understand and address barriers to proper disposal. • Suggest improvements in communication and support for residents. 7. **Additional Considerations:** • PCH Senior Communities Worker to provide progress updates closer to report deadlines. • Address camera issues: housing officers struggle with reviewing footage, and current signage is ineffective.	
8.	**Survey Findings** PCH Service Charge Accountant need to attend a meeting as we do not know enough information about service charges.	
9.	**Next Session:** Monday 10th Match 2025 – Plumer House G26	