

# Assets and Sustainability Panel

## Chair's Report

### Topics Discussed & Presenter

1. Voids – Adam Rudge
2. Asset Management Strategy Update – Steve Eaves
3. Platform Property Care. Current priorities/Challenges/Successes – Marc Mayall

### Observations, Recommendations & Actions

#### 1. Voids

The panel were pleased to hear of the overall improvement in the length of time taken to bring properties up to acceptable letting standard, with Customer satisfaction rate of 84% on completed Voice Survey.

We learned that there are two main drivers for increased amount of work and time taken:

- Age and standard of property
- Property neglect e.g. fly tipping and non-removal of possessions

We also heard that the work, especially in older and neglected properties is often a combination of void works and investment works (Capital and Revenue costs)

The panel asked if we could further investigate trends emerging in this area and Lisa supported, adding that she would welcome feedback on this complex area of the business.

#### 2. Asset Management Strategy

Steve explained that PGH are on the first draft of a new Asset Management Strategy. Of the 49,000 properties, 41,000 are Social or Affordable rent. The remainder are

- Shared Ownership
- A few shops
- A few Private rental legacy properties

We heard that PGH stock is relatively modern compared to most Housing Associations (most built since the 1980s), have cavity wall insulation and are relatively energy efficient. Some older properties do not perform well, costing money to keep running and not breaking even financially.

We were able to ask Steve about the range of retrofit activity to bring all homes up to the desired standard of C rating or above.

question of equity for customers occupying more or less efficient homes was touched on, and we are aware this is on the radar of the Board and Executive.

Unused or unfit for purpose garages are being considered for sale or redevelopment. The panel felt that communities would be interested in being consulted as and when appropriate.

It is hoped to have 100% stock condition survey by Easter 2026.

### **3. Platform Property Care**

PPC have developed a new Mission Statement:

Our Purpose – To deliver a customer first housing experience for a better future

Our Vision – We will create homes everyone is proud of and places where people thrive.

While PPC is improving the over-all experience of the service using new technology, we are aware of a few areas where further work is ongoing to achieve yet higher standards.

One area that the panel highlighted is where external contractors are used to complete works. We asked if they were held to the same standards as PPC operatives and referenced some cases of where contractors “cold called” without prior appointment. We were assured that a designated team are monitoring contractor work and holding them to account.

## **Chair’s Thoughts**

Overall, the updates and information gave the panel reassurance that work in these areas is not only improving the efficiency of the organisation, but it customer focussed and increasingly providing good homes of which customers can be proud. A further update from Steve Eaves on trends emerging in voids completion is hoped to be included on the next A&S panel agenda. Also Marc Mayall will be updating us on how Capital and Revenue works on voids are treated differently.

