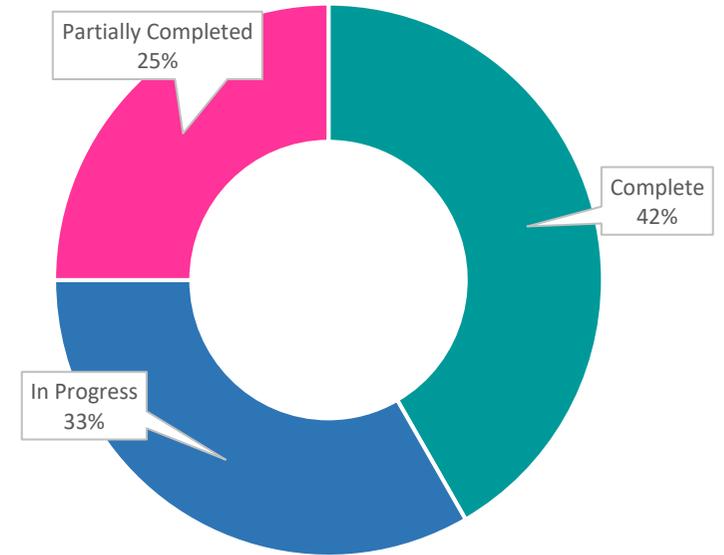


Scrutiny Recommendations – Planned Maintenance Review Update – January 2026

Planned Maintenance Review Overview

- Review completed July 2025
- 13 Recommendations made, 12 accepted, 1 partially accepted
- 42% Recommendations completed, 33% in progress, 25% partially completed



Recommendation	Update
PM1 - PFH to pro-actively let residents know about DFG and how to apply. Not all residents will be aware of what they need to do if they cannot use their bath, could PFH advertise the options for DFG and wet rooms more?	<p><u>Update – January 2026 – Completed</u> Linked to A&A review recommendations A1 (promotion of adaptations in People First – now completed). Much focus will be applied to Aids and Adaptations going forward to further support this recommendation long term</p>
PM2 - Guttering Cleaning programme to be added to planned works and information to be communicated with all residents.	<p><u>Update – January 2026 – Partially Complete</u> Guttering Cleaning program is now in place. Contractor now posts a card through the door when gutters have been cleaned to inform resident. The next step is to create a PFH Connect message to inform residents in advance of the works starting which will be completed by end of March 2026. <u>Target Completion – March 2026</u></p>

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<p>PM3 – The group feel properties located near trees should be cleaned once per year, properties with no nearby trees should be cleaned every two years, the group can see PFH clean gutters on a schedule of 1, 2 or 3 years, the group propose that PFH monitor ad hoc requests for gutter cleaning and change the frequency if required</p>	<p><u>Update – January 2026 - Complete</u> Gutter cleaning program has been designed to more regularly clean gutters were they are nearer trees.</p>
<p>PM4 - Roof cleaning should be added to the planned maintenance schedule</p>	<p><u>Update – January 2026 – Partially Completed</u> A roof cleaning trial has been undertaken in Broadway Village on 40 properties. Next step is to assess the trial and work with surveyors to identify future properties that need works. Working towards the end of March to complete trial and findings.</p> <p><u>Target Completion – March 2026</u></p>
<p>PM5 - Consider adding Porch light cleaning to planned maintenance, recommendations from group would be to clean them every 8 years.</p>	<p><u>Update – January 2026 – In Progress</u> Further work to be undertaken in contacting peers to see what others do, quotation also to be explored. Looking to make decision by the end of March.</p> <p><u>Target Completion – March 2026</u></p>
<p>PM6 - Whilst the communication used on the Planned Maintenance programme is good, the group have made some recommendations to improve this;</p>	<p><u>Update – January 2026 - Complete</u> This is already implemented in current planned maintenance projects. PFH Connect has been used</p>

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<ul style="list-style-type: none"> • If a planned maintenance works programme is going to be delayed residents feel weekly updates would be very helpful. • Pre work checks to be completed and signed off. Example given of painter turning up not been able to complete works and having to return. Money saving. • Ensure Scheme managers are aware of the works schedule so this can be displayed in the Schemes 	<p>to update residents regularly along with face to face consultation meetings.</p>
<p>PM7 - Planned works resident handout document to be trialed on next project along with a mystery shopper questionnaire, and feedback obtained to review effectiveness. 2 changes needed to existing document:</p> <ul style="list-style-type: none"> • update contact method to include email address and PFH Connect. • On the FAQ section – The number of contractors they can expect to be attending their property during works • It would be useful for any resident feedback in relation to Planned Works to be shared at Resident Committee meetings. 	<p><u>Update – January 2026 - Complete</u> Surveys have been sent to residents of Malin Lodge ahead of window installs, surveys will be undertaken afterwards too. “Customer Journey” leaflet now given out before works undertaken which gives key information including dates, contact information of contractors and PFH personal responsible for the works.</p>
<p>PM8 - Planned works programme of works to be shared with all residents via post, highlighting works for their neighbourhood only. In schemes place the specifics in each scheme. In Pop-ins show the planned works for the neighbouring areas</p>	<p><u>Update – January 2026 – In Progress</u> The plan is currently on our website, we are working with our marketing company to provide some printed options to be discussed at Resident Committee in April 2026.</p> <p><u>Target Completion – June 2026</u></p>

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<p>PM9 - Whilst component Life Cycles are determined by the DHS – There are some improvements PFH could consider:</p> <ul style="list-style-type: none"> • Life Cycles – Inform residents of the install and renewal date for components in their property. For future residents, provide this information on sign-up. • Boilers – dependent on age can PFH look to set a limit on the number of times we will try to repair a boiler before replacing. The group propose a 2 repairs limit. 	<p><u>Update – January 2026 – Partially Completed</u> We have a good working relationship with the gas contractor who will highlight where there are big spends to be made on repairs to give us the option to replace which is working well. It is felt that 2 repair cap could result in a bigger outlay for new boilers and each case should be assessed individually. We are looking to see if we can put a trigger onto our system to raise repeat issues within a specified timescale.</p> <p>The sign-up pack is in process of being completed</p> <p><u>Target Completion – May 2026</u></p>
<p>PM10 - Due to PFH resident demographics some residents may not receive a new kitchen, bathroom etc, could PFH look at offering residents the choice of installing their own new kitchens/ bathrooms, in line with PFH standards and specifications. PFH pay towards 20% of the cost – VFM</p>	<p><u>Update – January 2026 – In Progress</u> Further internal discussions to take place and will bring something to next Resident Committee in April</p> <p><u>Target Completion – June 2026</u></p>
<p>PM11 - Works which have an impact on property temperatures such as windows, doors and heating should be done in the Summer/Autumn months</p>	<p><u>Update – January 2026 - Complete</u> We do try to accommodate this were possible.</p> <p><u>Target Completion – June 2026</u></p>

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<p>PM12 - Put some investment into the Pop-ins starting with Priory Road. The Pop-ins feel forgotten and are in need of a refresh.</p>	<p><u>Update – January 2026 – In progress</u> We are currently replacing the roof in priory pop-in and a number of internal works will be completed. All other pop-ins are currently being assessed for other works that may be required. To be completed March 2026.</p> <p><u>Target Completion – March 2026</u></p>
<p>PM13 - Provide residents with more choice in relation to kitchens and bathrooms.</p> <ul style="list-style-type: none"> • Add different options for kitchen layouts – different people have different needs • Are carousels offered as standard? • Wet rooms – flooring colour options to be offered to residents as the cream covering is not always fit for purpose and can be hard to maintain the clean look of it. 	<p><u>Update – January 2026 – In progress</u> Kitchen contract due to be renewed in the next financial year, this will be evaluated then and a further update to be provided. Working with contractor to obtain different colours for wet room floor coverings.</p> <p><u>Target Completion – June 2026</u></p>