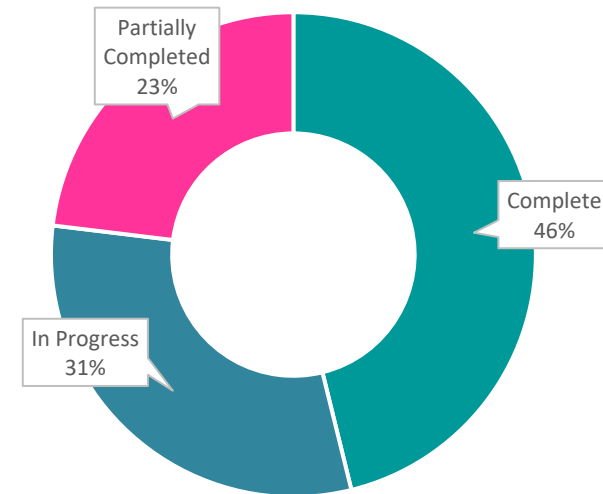


Scrutiny Recommendations – Planned Maintenance Review Update – May 2026

PMPlanned Maintenance Review Overview

- Review completed July 2025
- 13 Recommendations made, 12 accepted, 1 partially accepted
- 46% Recommendations completed, 31% in progress, 23% partially completed



Recommendation	Update
PM2 - Guttering Cleaning programme to be added to planned works and information to be communicated with all residents. <u>Target Completion – March 2026</u>	<u>Update – May 2026 – Complete</u> Gutter clean programme is in progress. A message will be sent out prior to the gutter cleans starting the year once the addresses have been identified.

Scrutiny Recommendations – Planned Maintenance Review Update – May 2026

PM4 - Roof cleaning should be added to the planned maintenance schedule <u>Target Completion – March 2026 October 2026</u>	<u>Update – May 2026 – Partially Completed</u> A review this summer is needed to determine if the roof cleans have been a success one year on from the pilot in terms of keeping the gutters free of debris and to see if the chemical used to prevent moss growth has worked and has achieved VFM (less frequent gutter cleans needed)
PM5 - Consider adding Porch light cleaning to planned maintenance, recommendations from group would be to clean them every 8 years. <u>Target Completion – March 2026 December 2026</u>	<u>Update – May 2026 – In Progress</u> Due to other works and priorities this is still under review and will look to be complete by the end of '26

Scrutiny Recommendations – Planned Maintenance Review Update – May 2026

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 <u>Target Completion – July 2026</u>	<u>Update – May 2026 – In Progress</u> Following a discussion at Resident Committee and exploring how other housing associations address this, it was agreed that updates/planned programmes will be sent out year by year instead of for the next 5 years as the programmes are always subject to change and we would not want to give residents information that may be incorrect. Details have been sent to home marketing for them to propose a design to be sent out and sign off at the next resident committee meeting.
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Scrutiny Recommendations – Planned Maintenance Review Update – May 2026

PM9 - Whilst component Life Cycles are determined by the DHS – There are some improvements PFH could consider: • 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. <u>Target Completion – May 2026 October 2026</u>	<u>Update – May 2026 – Partially Completed</u> Work ongoing with IT to better utilise existing data to identify patterns and trends in repeat component repairs. This will allow us to establish clearer thresholds at which replacement should be considered rather than continued repair, informed by evidence of frequency and cost. We will look to also include this in the DAIM project where we are working with Hull University data analysis students. With the impact of Decent Homes 2 under internal review, the impact on component lifecycles remains uncertain. Decisions on lifecycle thresholds will therefore be informed by the outcome of that process and stock condition surveys. The sign-up information is being reviewed to ensure consistency with agreed lifecycle principles and forthcoming requirements. Finalisation will follow once DH2 implications on PFH stock is confirmed.
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 <u>Target Completion – June 2026 April 2027</u>	<u>Update – May 2026 – In Progress</u> PFH to undertake benchmarking to determine if similar schemes operate elsewhere, to then review cost effectiveness and report through Resident Committee. Timescale updated to reflect work needed to research and allow consideration for any budget setting ahead of the next financial year.

Scrutiny Recommendations – Planned Maintenance Review Update – May 2026

PM12 - Put some investment into the Pop-ins starting with Priory Road. The Pop-ins feel forgotten and are in need of a refresh. <u>Target Completion – July 2026</u>	<u>Update – May 2026 – Partially Completed</u> Priory Pop-in refresh is now complete with new roof, flooring and decor (new furniture ordered and due on 21st May). We are currently in the process of evaluating the other pop-ins to determine works needed and obtain costs to prioritise the work. An annual budget has been set and once we have evaluated each pop-in, a programme will be designed within those budget parameters.
PM13 - Provide residents with more choice in relation to kitchens and bathrooms. • 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. <u>Target Completion – June 2026</u>	<u>Update – May 2026 – In Progress</u> Procurement of kitchen supplier is currently underway, including enhanced specification options to meet scrutiny recommendations.