

Assets and Sustainability Panel

Chair's Report

Topics Discussed & Presenter

1. **100 Day Plan for Platform Property Care**
Marc Mayall, Director of Operations (Property)
2. **Garage Sites Update**
Dominique D'Aniello, Project Co-Ordinator – Regeneration
3. **Platform Sustainability Strategy**
Lianne Taylor, Director of Sustainability

Observations, Recommendations & Actions

1. Marc presented a strategic update on the 100 Day Plan for Platform Property Care (PPC), looking at the current position of aged work in progress, the Business Plan, Localities Operating Model and the Voids Pilot. This is still work in progress with the express aim of reducing the volume of older repairs in the system, which will in turn reduce waiting times for customers.

Business Plan 2025-30 is intended to serve as a roadmap, detailing the mission, values, core services, financial projections, and high-level objectives. It will guide internal decision-making and articulate the business's potential for long-term success.

Operating Model - The Platform Property Care Operating Model is a high-level framework that outlines *how* PPC will deliver, and the structure, processes, systems, and resources needed. The Operating Model will be rolled out during the Summer 2025 and bring together PPC, Assets and Localities colleagues together in smaller areas to enable closer working to improve communication and collaboration. A Platform Property Care Head of Service will own each locality and be directly connected to Housing Operation to enhance the flow of communication.

We heard that the primary objective is to improve the customer experience through better communication, reduce the time taken both in responding to and satisfactorily completing responsive repairs and in reducing the time taken to return voids to a lettable standard.

Panel members asked a variety of insightful questions ranging from “what are the reasons for the bottle necks?” through “When a customer has a new appliance fitted e.g. a new boiler, the paperwork is often left with the customer. How does PPC ensure that Platform gets this paperwork including quarantees in order for any repair to be completed by the manufacturer”. We were assured that this level of input was valuable to PPC ongoing in the further development of the strategy.

2. Dominique joined the meeting to talk to the Panel about Platform Housing Group’s (PHG) Garage Regeneration Project, which is a yearlong project that was initiated in September 2024 and thus in its early stages. The objective of the project is to review and appraise all garage sites across PHG’s operating area, focusing on evaluating the potential future options. PHG has 350 garage sites, with 3,128 individual garages, some of which are at the end of their lifespan and are no longer suitable for modern vehicles.

The project started in the Wychavon area as it has the highest number of garages, 65% of which are let to private tenants. Appraisals for all garage sites in the Wychavon local area have now been completed; this accounts for 30% of PHG’s total garage sites. Worcester, Malvern and Hereford local authority sites will be the next areas for review, followed by the Witham and Tame region. Whilst assessing the garage sites in the Wychavon area, the Team observed significant variation in the condition of the structures, ranging from well-maintained to deteriorating conditions.

The team attended the Westlands roadshow in February and gathered feedback from customers about their garage experiences and expectations for future facilities. The key concerns raised were limited parking options, and lack of support for electric mobility vehicles (no EV infrastructure). Phase 2 of the project will see the team continue to engage with customers and stakeholders for informed decision-making. The team are taking a collaborative approach with customers, Local Authorities and Housing Associations which they see as vital to the success of the project.

Panel members appreciated the collaboration and understood that there is no one size fits all solution. Overall, parking is becoming an increasingly hot topic in many areas, but there are plenty of other options for the use of these sites and the community must be consulted as to how their greatest needs can be met. We look forward to hearing more as the project progresses.

3. Lianne presented on sustainability, and discussed topics such as putting sustainability into context, providing a review of what’s been achieved since she joined PHG, the progress made by PHG so far and the plans PHG has for building on our sustainability journey.

PHG’s five sustainability metrics as follows:

- PHG will achieve Net Zero by 2050.
- We will drive down the greenhouse gas emissions associated with our homes.
- We will make efficient use of our resources.
- We will conserve, restore and enhance biodiversity within our land holdings.
- By 2030 we will exceed a social value of ROI of £100 million.

Lianne talked about some of the sustainability campaigns planned for 20205/26, such as Sustainable Transport (July to Sept 2025), Plastic Free July (July 2025), Climate Awareness (August to December 2025), Sustainable Supply Chains (October to December 2025) and Low Carbon Homes (November 2025 to March 2026), Creating a Buzz – Planting with Platform (April 2025).

The Panel is really appreciative of the detail shared (too much to put into this short report!) and grateful for the opportunity for a long and detailed discussion on the topic of sustainability. We are also quite passionate about building partnerships across society to drive action for more people to benefit from Nature. Perhaps this question from one of our Panel members, Charlotte describes our thinking on the huge scope of the long-term sustainability strategy – “What is the long-term thinking for Platforms assets? We talk about keeping people warm enough, but we also need to think about the value of nature to our wellbeing”. From what we heard, we can be assured that the strategy will be wide ranging, taking into consideration the physical assets, financial considerations and the emotional and mental needs of Platform customers.

Summary

The golden thread running throughout the presentations at this meeting was making a better place for customers to live and thrive. We are grateful for the time and effort put in by the presenters to come and discuss with us their own pieces of the big picture and feel that we being kept well informed and given every opportunity to contribute.

