14th | August **2025**

Assets and Sustainability Panel

Chair's Report

Topics Discussed & Presenter

1. **Home Investment Partnerships**

   Doug Bacon (Director of Home Investment

2. **Move to Localities and progress to date**

   Marc Mayall (Director of Operations (Property) – Platform Property Care)

Observations, Recommendations & Actions

1. Doug explained that the purpose of the presentation was to update customers on PHG's strategic direction, working practices, and upcoming changes. He highlighted key improvement initiatives, particularly around investment works, designed to enhance the customer journey, gathering feedback from the panel and other fora. Home investment is a dedicated service area responsible for end-to-end improvements in existing customer homes, including replacing elements like kitchens and bathrooms, as well as broader enhancements such as heating upgrades, roofing, and energy efficiency measures. PHG is exploring longer-term contracts, which could shape service delivery for years to come and is taking a collaborative approach, engaging teams across PHG and seeking customer input to inform these decisions.

   Doug explained that PHG is aligning the home investment service with the locality model. Each locality will have a dedicated Home Investment Manager, serving as the main point of contact and ensuring coordinated delivery with retrofit works, previously managed separately, being integrated for better clarity and accountability.

   The panel raised several questions about long-term contracts and how they are to be monitored, and it is hoped that customers will be involved in procurement and performance reviews, possibly at a locality level. First though, a robust data set of all properties is being undertaken (due March 2026) at which time a Customer facing portal could be incorporated to inform when works are likely to take place.

   The panel are keen to include wider social value and environmental issues to enhance community and sustainability and were assured that PHG is working toward integrating a number of work streams to this end and looking at using its significant leverage (based on the value of its investment in new builds) to ensure that these issues are taken into account by developers and building potential new partnerships.

2. Marc briefed the panel on the progress with the new Localities initiative, initially in Housing operations but now extended to Platform Property Care. PHG has three large localities (Severn, Tame and Witham), within these are nine smaller, more manageable ones, each covering approximately 5,000–6,000 homes. This restructuring enables more focused service delivery, tailored to the specific needs of each area. Each locality is led by an Operations Manager, responsible for all stock and services within their geographical area. Supporting them are Area Managers, with one assigned for every 15 operatives. This model is closely aligned to the Localities Model for Housing. Already improvements with booking appointments and attendance of operatives has been noted and this was confirmed by the experience of one of our panel members!

   PHG is working towards standardising components (for example, boilers, windows, doors) in new builds where it has full control, using the Platform Standard. This will simplify repairs and maintenance, allowing operatives to carry common parts and complete jobs more efficiently.

   The panel will be continuing to work with PHG to devise practical solutions to informing customers of the changes and gathering feedback on the impact in practice.

Summary

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 these topics. We continue our passion for building partnerships to improve community, environment and customer service and are assured that all appropriate actions to do this are being put in place.