

Customer Action and Impact Panel

Chair's Report

Topics Discussed & Presenter

1. **Repairs & Maintenance Policy** - Marc Mayall (Director of Operations – Property) and Phil Copperwheat (Transformation Lead)
2. **Zero Energy Bills** - Kate Ellison (Director of Growth & Innovation)
3. **Workshop 1 Social Value at Platform** - Saul Taylor-Patrick (Social Sustainability Manager)

Observations, Recommendations & Actions

1. Awaabs Law – Repairs and Maintenance Policy

The Director of Operations - Property explained to the Panel that the purpose of the presentation was to update customers on the introduction of Awaab's Law, which will come into force on Monday 27th October 2025, focusing on emergency hazards. The Panel had been asked to review the updated version of Platform's Repairs and Maintenance Policy to ensure that the updated version incorporates the new legislation and how that would feel and look from a customer perspective.

This Policy update only reflects changes driven by Awaabs Law legislation and in no other way changes Platform's current Repairs and Maintenance Policy. In 2026/27 Platform will be reviewing all other areas of the Policy. As part of this review, Platform will be holding workshops with Customers to obtain and respond to customer suggestions and revisions.

The Transition Lead went on to explain that the new Policy would strengthen the promises that Platform already has in place to ensure customer safety. He said that Awaab's law focuses on emergency and significant repairs and how landlords are now required by law to act to resolve these issues.

The Transition Lead went on to outline the types of hazards that pose an emergency and how they are now required to be made safe in 24hrs. The Transition Lead said that Platform has developed a stronger process for identifying and prioritizing serious health risks ensuring they deal with any such risks within 24 hours. He stated the Platform maintains communication with the customer throughout the process, always ensuring their safety and wellbeing. Transition Lead then asked the Panel for their views and any questions they may regarding the Policy.

The Panel raised several questions including how PHG would now deal with the increased pressure on their resources and finances due to the new legislation. The Panel were assured that PHG had made contingency plans to ensure the continued safety of platform customers and enhanced communication regarding any possible temporary relocation, ensuring customers were always happy with arrangements.

It was agreed that an interim review of how PHG performs under the new legislation in 3 months' time would be very helpful for everyone.

2. Net Zero Bills

The Director of Growth and Innovation introduced the Panel to Platform's journey to get to Net Zero using and the Zero Bills/Carbon Zero products that are currently being delivered. She shared a presentation with the Panel about Trentside, a development site at Beeston, Nottingham. She explained how the scheme has been designed to create a new sustainable place with a network of blue and green routes and spaces and with a partnership with Octopus Energy to deliver the zero bills initiative. She informed the Panel that there were 157 affordable rent properties and 162 shared ownership homes and that the scheme had won Property Deal of the year (2024) at the East Midlands Property Awards. The scheme will deliver 82 zero bills homes and 69 zero carbon homes.

It is not possible to achieve zero bills for all the homes, due to location, orientation and design.

Panel members were very interested in Trentside and asked several questions regarding the technical aspects, affordability and longevity. The Panel also wanted to know how schemes like Trentside would sustain diverse communities. The Director of Growth and Innovation replied that there would be more developments in the future. The Panel is to consider future briefing subjects.

3. Social Value

The Social Sustainability Manager outlined why social sustainability has an impact on us all. Platform is creating a strategic and overarching Framework to ensure that we are agile in capturing social value. The Panel will participate in the co-production of a Social Value Policy linked to our work with contractors. Several of the Panel expressed their interest in this innovative subject and looked forward to co-producing the policy.

Chair's Thoughts

The Panel were very engaged and interested in everything presented to them. We take our role seriously and want to ensure that the voice of all Platform customers is heard. Every member brings a different perspective to the table, thus ensuring a wide range of questions to the presenters. We appreciate the opportunity that Platform affords us to continue to have constructive conversations around things that affect all customers directly, ensuring that the purpose of the Customer Action and Impact Panel is met.