

North Prospect Regeneration News

Winter 2021



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Plymouth
Community Homes



WELCOME

to the first edition of the
2021 North Prospect newsletter.

As the year begins, we find ourselves in another lockdown, so we thought it would be helpful to outline how our services to you are affected.

For the latest government updates, go to: www.gov.uk/coronavirus.

Services continuing

Services with changes



External repairs
wherever possible



Requesting a future
non-essential repair



Outdoor
environmental
services



Stairwell
cleaning



Allocations, lettings,
mutual exchanges and
sales will continue
and will be carried out
virtually



Housing with Support
welfare and support
checks will be over
the phone or virtually



Housing, Leasehold and
Income Officer visits -
contact to be over the
phone or virtually



We will revert to
essential repairs in
your homes during the
lockdown



Plumer House will
remain closed to the
public

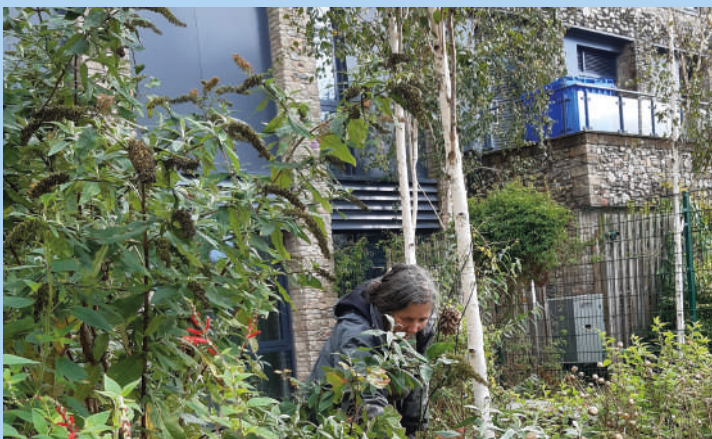


The Beacon will
remain closed to the
public

Inside



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Gardening thanks - page 8

anges

Services paused



Safety checks in residents' homes and buildings



Flytipping removal and clearances



Laundries will remain open with social distancing in place



Outdoor playgrounds remain open



All face to face community activities, groups and consultations indoor and outdoor to be replaced by online activities



Sheltered housing services will be reduced to minimise visits and contact by staff



Communal lounges and guest rooms in sheltered housing schemes are closed



Community rooms will remain closed



Our City Centre shop will remain closed

Rent and payment changes

We're committed to making sure we can help you so it's important to contact us as soon as possible if you have any money worries. We'd like to reassure residents that we will not evict anyone due to a loss of income as a result of Coronavirus. Call us on **0808 230 6500**.

We're still here to help – ways to contact us

- The easiest way to manage your tenancy from a distance is by using MyPCH.
- Webchat is live every week day on our website from 10am until 4pm.
- You can fill out a contact form on our website: www.plymouthcommunityhomes.co.uk
- You can call us on **0808 230 6500**.
- Stay up to date with service announcements and other PCH news by following us on Facebook, Twitter or LinkedIn.

Other places to turn to for help

We're working with police teams on reports of anti-social behaviour which you can report to us on **0808 230 6500** or **0800 028 7377** (out of hours).

If things are getting too much, don't suffer in silence. You can contact the National Domestic Abuse Helpline on **0808 200 0247** or the Plymouth Domestic Abuse Service on 0800 458 2558. There's also information [here](#).



NORTH PROSPECT TEN YEARS ON – HOW DID WE DO?



BETWEEN 2010 AND 2019

741 HOUSEHOLDS

have been moved, both tenants and owners.

36%

PERCENTAGE OF

homes in phase 4 that were privately owned.

31%

of Phase 4 tenants took **UP THE OFFER OF A** property in Phase 3.



The average house price we paid to owners to buy back their home per phase was **£98,428** for Phase 1 and **£130,966** for Phase 4.

We like the size. Most new build homes are usually small, however our home is a good size



We've carried out our biggest internal review yet of the North Prospect regeneration to see what worked – and how we can make it better next time.

Don't worry, we're not regenerating the area again, but it is good to know what we got right and what could be improved if we ever carry out another similar project anywhere again.

To put our report together, we've looked at stats we've gathered over the past decade and we've also got feedback from YOU – the residents who've been affected by the scheme.

We spoke to people who left homes in North Prospect and we also surveyed those who moved in to the new builds a year after completion.

You told us how you thought the moving out process went as well as your opinion of the new homes.

We received feedback from 120 people in the first three phases of the regeneration.

Overall, more than 93 per cent of residents were satisfied with their new home including its appearance, parking and outdoor space.

We also looked at crime figures. One of the priorities we wanted to address when we began the regeneration was the level of crime in the area.

New homes incorporated crime prevention techniques set by Secured by Design (SBD) to design out crime – so streets were cleared of large mature trees and front garden hedges replaced by railings while high fences protect rear gardens.

Properties have living rooms that overlook cars parked in the street and gable end walls with windows to provide visibility over pathways and public spaces. There are no alleyways at the rear of gardens and no hiding places.

From 2009 to 2018, overall crime in North Prospect fell by 27%, which is reflected in the high percentage of people feeling safe in their home, 94.5%.

When residents first began moving out of homes, it wasn't just PCH tenants – there were many privately-owned homes, some of which were occupied by private tenants.

Our specialist rehousing team (set up when the regeneration first began) worked with all these groups to secure new homes, either in North Prospect or beyond.

PCH Head of Development Andrew Lawrie said: "We've learnt lots from the regeneration. Good communication is key. The loss of a home is a potentially traumatic event for residents who see their home as more than bricks and mortar.

"It's important that early communication takes place, ideally face to face, or by whichever means the resident prefers, taking into account language and literacy difficulties.

"We also think it's important to have a dedicated rehousing team to manage the process and gain the trust of residents.

"Fortunately we had this in place early on. The team also managed site assembly, which includes things like gas disconnection and security."

One thing we did notice was that throughout the rehousing phases, empty homes became a magnet for anti-social behaviour.

We stripped surface metals from properties to deter break ins and security firms were employed to patrol out of hours.

In Phases 3 and 5, the team prioritised moving people by sub phases so that residents weren't surrounded by empty properties. Gardens were secured using fencing.

For the final phase, we employed two rangers to work on site full time to secure properties and carry out grounds maintenance. Window and door security was enhanced.

Andrew added: "The enhanced protection and the presence of the rangers certainly helped, as flytipping and security breaches were attended to promptly and it deterred access during the working day.

"Furthermore the rangers were familiar to residents and approachable, and where a resident felt vulnerable the rangers could assist with extra measures as required."

Once development of phase 4 completes, we'll look to commission an external review of the project to see how the area has changed.



An aerial photograph of a demolition site. The ground is covered in rubble, including bricks, wood, and metal. A red excavator arm is visible in the middle ground. A yellow hard hat icon is positioned at the top right of the page, partially overlapping the text area.

PHASE 4 UPDATE

This amazing drone footage shows the progress that has been made on site at Phase 4.

The last site to be regenerated has now been cleared and the foundations are being laid for the 196 new homes.

The last homes came down in November and the final demolition was captured by local film company Red Air Drones.

Our contractor, Vistry Partnerships, is hard at work on the 125 affordable homes and 71 homes for open market sale through Vistry's Linden Homes brand.

This phase, which will be known as Mayflower Leat, will have 87 homes for rent and 38 for shared ownership sale through SO Living.

Meanwhile, our contractor Kier Living is continuing work to complete Briarwood (Phase 5), where they're building 143 homes – 77 for affordable housing and shared ownership and 66 for open market sale.

We've taken handover of approximately 20 houses so far.

The over 55 apartment block is starting to take shape and is due for completion in late 2021.

We hope for Phase 5 to be complete by spring 2022.

Half of the SO Living homes have been reserved or sold.



Thanks for garden efforts

Big thanks must go to all those residents who have helped keep the Beacon garden looking its best while the building has remained closed.

Keen green-fingered enthusiastic gardeners have spent their spare time carrying out socially-distanced gardening at the Beacon.

Last autumn, we looked at ways of getting residents together in a safe and controlled way, so we thought what better way than to meet outdoors and do something practical at the same time?

Under the supervision of Tess Willmot, the keen gardeners met once a week to give the community garden some much needed TLC while the Beacon has had to remain closed to the public.

The volunteers met up in November under the rule-of-six to have some much-needed interaction with other residents and take ownership of the garden – pruning, planting and tidying the area for others to enjoy.

Leigh Ferguson, Communities Worker for PCH, said:
“Before the Christmas and New Year restrictions came into force, we were looking at different ways for residents to get together safely as some people were feeling alone and isolated.

“What we wanted to do was bring people together in a safe and controlled manner, so meeting up outdoors to do some gardening was the perfect solution. Everyone rolled up their sleeves and pitched in, and they can be really pleased with what they’ve accomplished.”

THE BEACON CENTRE
SURE START

Tea and toast

These sessions are a chance for people in the community to virtually get together to have a cuppa and a chat from the comfort of their own homes.

You can join in by friend requesting our Community Worker Leigh Ferguson's work Facebook page and sending him a message for details.



Tea and Toast sessions are still running online every Tuesday between 11am and 1pm on Facebook

37 sessions have taken place

74 total hours of Virtual Tea and Toast carried out

227 virtual attendances by 13 residents

454 approx hours of engagement

Here's a link to his page: <https://www.facebook.com/leigh.cdworker.9/>



Gold Award

Our Phase 4 contractor Vistry Partnerships has been awarded a Gold rating for its site health and safety facilities.

Inspectors gave it 94 per cent following a recent visit, saying it was a 'well-planned and managed site'.

The visit examined things like materials storage, signage, use of PPE, access to first aid and welfare facilities.

New shared ownership homes
released shortly!



BRIARWOOD

PLYMOUTH

Register your interest today:

Call: 0800 0778 748 or email so-living@plymouthcommunityhomes.co.uk

We will soon be running a consultation to ask for residents' views about the Titchy Park area in Greatlands Crescent.

We also hope to encourage some involvement from local people about the decisions we make about the park.

Plans are also in place to remove the shelter which has been damaged beyond repair.

We will be contacting those who live close to the park and are encouraging those in the wider area to get in touch if you have views about it.

We can then make sure you are involved in the consultation process. For more information please email: leigh.ferguson@plymouthcommunityhomes.co.uk or call us on **0808 230 6500** and ask to speak to Leigh.



Did you know that we own 2,750 garages and parking spaces across Plymouth?

GARAGES TO RENT

They're available to rent on a weekly basis and you don't have to be a PCH resident to apply!

See our locations and join our waiting list plymouthcommunityhomes.co.uk or call 0808 230 6500.



Sign up to My PCH today!

Check and pay your rent, report a repair and update your details online from the comfort of your PCH home

mypch.plymouthcommunityhomes.co.uk

We're always keen to hear what you're up to, so if you'd like to tell us about something we can include in the North Prospect Newsletter, we'd love to hear it.

Email news@plymouthcommunityhomes.co.uk.

-  0808 230 6500 / 01752 237990
-  info@plymouthcommunityhomes.co.uk
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