



2020 Annual Report

Plymouth
Community Homes



We are Plymouth Community Homes







We are the biggest landlord in Plymouth and are proud to look after 14,132 rented homes, 1,656 leasehold flats, 235 shared ownership homes and much, much more.

Our day-to-day activities all revolve around looking after our people, our pounds and our places because these are the things that are important to everyone. This year, these things have been more important than ever.

Coronavirus

Although our offices have been closed, our teams have been working hard throughout the Coronavirus outbreak.











During March we...

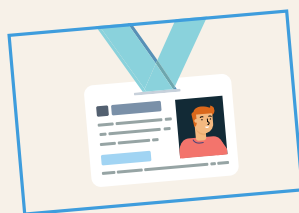
-  Sent **3,000+** texts to support residents struggling to pay their rent.
-  Made **3,000+** calls to people over 70 who may be deemed vulnerable.
-  Completed **4,500+** welfare checks.
-  Held **100** support sessions to help get people online.
-  Worked with partners to act swiftly on tackling anti-social behaviour and support victims of domestic abuse.
-  Made a commitment to evict no-one from their home during the crisis so that people stay safe.

People

Looking after our people means looking after our residents, staff and our partners as they are at the heart of everything we do.

In the last year we...

-  Supported over **3,000** people with Universal Credit.
-  Had **10,200** residents visit our offices prior to lockdown.
-  Signed up **4,598** people to MyPCH - our digital customer service portal.
-  Signed up to the National Housing Federation's **Together with Tenants** charter.
-  We're committed **100%** to listening to residents and being honest and respectful in everything we do.
-  Created a new staff benefits and communications portal which helped us to share information, especially during lockdown.
-  Relaunched **Learn for Free** - our training programme providing residents with vocational and life skills.
-  Held our first residents' awards, celebrating great things that happen in our communities.
-  Invested **£284,374.55** in staff training and **£102,951.67** on apprenticeships so our teams provide the best service to our residents.
-  Resolved **323** complaints for our residents and received **361** compliments.



Pounds

Looking after our pounds means how we manage our finances and how we run our business as smoothly as possible.

In the last year we...








-  Kept our current rent arrears low at **1.43%** outstanding from £60million.
-  Invested **£776,000** in community development activities across our neighbourhoods.
-  Maintained the highest gradings for governance and financial viability from the Regulator of Social Housing as well as our **A+** credit rating.
-  Brought almost **£1.2million** into the organisation from non-social housing activities, which we invested back into the community.



Places

Looking after our places means how we manage our properties, how we work in the community and how we do our bit for the environment.

In the last year we...

-  Spent **£26million** in the Plymouth area, contributing to the local economy.
-  Completed improvements at Devonshire House, King Street flats and Edgumbe House and started a block refurbishment project at Teats Hill and Artillery Place flats.
-  Removed the cladding from the Mount Wise Towers and claimed a **£11.8million** grant to help pay for the work.
-  Sold **49** shared ownership homes, helping people to get a foot on the property ladder.
-  Improved **1,000** homes and started to transform blocks of flats by upgrading kitchens, bathrooms, heating, communal areas and disabled adaptations.
-  Achieved an energy rating of **C or above** for most of our homes.
-  Spent **£11.6million** on repairs and achieved **96%** satisfaction with **99.98%** of our homes having valid Gas Safety Certificates.
-  Built **104** new homes and started the final phase of the North Prospect regeneration project, the largest of its kind in the South West.

