

Plymouth
Community Homes



Annual Report 2010/11



Welcome

Welcome to our Annual Report for 2010/11.

We are really pleased that we have taken action on many of our plans and already started to make a real difference for residents. You can read some examples of that difference in this report.

Earlier this year we published our Business Plan for 2010-2015 with our mission being to:

- put residents first
- provide better places to live
- be a good place to work
- provide excellent leadership and stewardship.

'Putting residents first' is more than just a statement – we want you to feel a part of Plymouth Community Homes and we were particularly pleased with the results of the Customer Satisfaction Survey held earlier this year, made up of responses from more than half of the 3,000 residents who were sent surveys. Satisfaction levels with all but two of the 18 core issues had improved since 2008 (one fell by 1% and one stayed the same), putting PCH at or about the national average. The results are included in this report.

We are far from complacent and aware that lots still needs to be done – we are now striving to be better than other housing associations, to be above the national average and to involve you more in telling us what you think is important, how we are doing and influencing what we do in the future.

We continue to see ourselves as your local community housing provider, aim to be as responsive as possible to our customers and want to be the housing association of choice in Plymouth.

We're also keen to play our part in supporting the growth of Plymouth and have developed good relationships with a range of social enterprises and voluntary organisations in Plymouth as well as larger organisations like the Police, City College and the Council.

We also continue to have the support of the Homes and Communities Agency which has been essential to helping us progress our regeneration work in North Prospect.

We hope you will enjoy this report, we invite you to tell us what you think and we look forward to the coming year.



Peter Ebsworth
Chair
Plymouth Community Homes



Clive Turner
Chief Executive
Plymouth Community Homes



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1,876

properties fitted with new
bathrooms and

1,707

kitchens
modernised

Properties re-let
in an average of

36½ days

with an improved target
for 2010/11

How we did in 2010/11

Figures taken from the 2010/11 performance report and the
2011 Customer Satisfaction survey

Just over

3%

of properties let to
Black & Minority
Ethnic households

Rent loss from
empty properties

0.92%

of total rent

624

properties fitted with
new uPVC double
glazed windows

2,783

properties fitted with
new uPVC
doors

2,029

properties fitted with
new central heating
systems



£403

average
management cost
per property

£1,079

average
maintenance cost
per property

£2.6m

invested in the Adaptations
service – no minor referral
more than three months old
by the end of 2010/11

Over
61,500
repairs carried
out

£3.582m

working surplus in
2010/11

£402

average business
support cost per
property

£5m

better than
budgeted



Customers and Communities

Resident Involvement

We consulted with over 400 residents in summer 2010 about how we could meet their training needs. One of the results of this was the launch of our Learn For Free programme in March and we will see more than 150 new training places opened up for residents in 2011/12.

We worked with partners to launch a West Park Focus project in August 2010. This is one example of how we're trying to get talking with families in informal settings such as fun days. We're also finding out residents' views through surveys to identify their top priorities. One priority was to improve green space and a successful Money Tree Fund bid resulted in a nature trail being created.

We relaunched the Tendering and Contracts (TAC) involvement programme. This helps residents get the right training so they can sit on panels, helping to decide which companies can tender for work with us; for example, new kitchen and bathroom contractors.

We also worked in partnership with PlymFed, which represents resident groups across all PCH properties, as well as with other groups including PUSH (Plymouth United Sheltered Housing) and DTAG (Disabled Tenants Action Group) who have helped us with a number of our plans.

Customer Focus Committee

The Customer Focus Committee (CFC) is a committee of the main PCH Board and helps to ensure that PCH provides a consistently high standard of service.

Some services that have been monitored include:

- Customer Service training
- Kitchen and bathroom refurbishment programme
- Multi-skilling of our repairs staff
- Service Charges review
- City centre access to PCH services.

Continuous Improvement Groups

In our offer document, we promised to set up Continuous Improvement Groups (CIGs) and these started in 2010. These are small groups of tenants and frontline staff working together to review particular areas of service, for example customer services, repairs and housing with support and they come up with recommendations for improvement.

Recommendations are reported back to the Board via the CFC and are then turned into an action plan, which a Customer Assurance Panel (CAP) will monitor. The CAP will check that we've done what we say we're going to do and influences how we deliver future services.



The first CIG we held was our Customer Service Standard. The group took part in mystery shopping at housing offices and visited empty properties. Members came up with a number of recommendations, including longer opening hours at housing offices and an extended working day at the repairs contact centre, which have been put in place.

Residents also undertook mystery shopping and visits to schemes in other parts of the city as part of the Housing with Support CIG. Recommendations will be taken to the Board in 2011/12.

Our five-year objectives

We will:

- Ensure that estates and neighbourhoods are well managed and well-kept
- Involve customers in designing, monitoring and improving services
- Achieve positive impacts upon the health and well-being of customers by developing a range of high quality, flexible services
- Establish a range of engagement and participation opportunities for our customers
- Communicate effectively with all our external stakeholders, prioritising residents and establish a credible brand to promote trust and understanding of our work.

82%

of residents are satisfied with the services provided, up from 73% in 2008

69%

of residents feel their views are taken into account, up from 63% in 2008

What do you want?

Knowing our residents and what their needs are is key to our work. That's why we introduced our customer profiling project – to collect information from each household about who is living there, their needs and aspirations. We have been out and about visiting customers and collecting this information.

By the end of March 2011, we had collected this information from about half of PCH households. We will use this data to help us design and deliver our services, so that each neighbourhood has exactly the services it needs.

Allocations

In 2010/11 we joined Homeswapper, a free service that lets residents see who wants to swap homes. You can look for exchanges locally or nationally and 70% of those registered find a match within 24 hours.

More than 1,000 of our residents have registered since we joined.

We're always trying to improve the way we let homes to you, so in January 2011 we began surveying new residents to find out what you think of the service we offer.

Anti-Social Behaviour

In some of our areas, anti-social behaviour can be a problem. We work with the Family Intervention Service (FIS), residents and communities to address anti-social behaviour so that problems are dealt with and not just moved on somewhere else.

Participation is voluntary and FIS typically works with a family for 12-18 months. There are consequences if changes are not made and the use of sanctions is important for motivating change.

There were some real successes in 2010/11. A local family with a chaotic lifestyle and a history of drug abuse were referred to the service. They were at risk of losing their home because of their behaviour. Over a 12-month period they have dramatically changed how they behave, their neighbours are happier about the situation and the family have been able to remain in their home.

What we're doing now

- Opening a PCH shop in the city centre where you can access a range of our housing services
- Supporting an expanded range of free training, including how to save money on energy bills, how to fix things at home (DIY) and healthy cooking on a budget
- Introducing a new Community Development Team to work with other agencies to help people who live in PCH homes benefit from city-wide initiatives
- Continuing to work on our customer profiling project
- Improving our effectiveness in communicating by making some changes to our publications, our website and to start using social media to reach residents.





Our Homes

Repairs

We know that repairs are important to you – because you have told us they are.

According to our customer satisfaction survey, this is the top concern for our residents. However, in 7% of cases no one was home when we called to carry out a repair appointment, costing us about £144,000. We understand if an appointment is booked well in advance it's easy to forget so we will set up a text messaging service for repairs – texting you a reminder the day before your appointment and another when we're on our way.

We held a Repairs CIG earlier this year and a number of the recommendations have been adopted, including:

- Allocating appointments for urgent repairs straight away, rather than making you wait
- Extending the opening hours of our contact centre from 7am to 5pm and introducing a freephone number for mobile phones
- Issuing our operatives with plastic shoe protectors to protect your carpets.

During the cold period last winter, our repairs service kept going – there was no downtime because of adverse weather conditions. We made sure emergency and urgent repairs were carried out with as little disruption as possible.

Our Cyclical, Planned and Maintenance team won two awards during the year, from the British Safety Council and the Royal Society for the Prevention of Accidents, for working safely in tenants' homes and at work.

Decent Homes

Work began in April 2010 to upgrade thousands of kitchens and bathrooms and continued throughout the year.

The project has not always been easy; one contractor, Connaught, went into administration in September 2010 but despite this we were still able to deliver more bathrooms than anticipated – and over 94% of the promised kitchen refurbishments – while also achieving high levels of customer satisfaction. The programme also includes the installation of new windows, doors and central heating systems and we exceeded all the targets for each of these; in the case of heating, more than double our promise.

Regeneration

The regeneration of North Prospect is the biggest of its kind in the South West. The £174m scheme will see 1500 new homes built within the next ten years. We received planning permission for the first phase of the project and work began in March 2011.

We appointed Barratt Homes as our chosen developer following consultation with residents. The housebuilder was chosen by a panel of eight people, including residents.

Residents of North Prospect also influenced the design of the new community hub; Barratt Homes held a public consultation event and you told us what you wanted in the hub, which will include a nursery and library.

We know that many of you had questions about the regeneration programme, so in September 2010, we took a stall to the World on the Green fun day, organised by the North Prospect Partnership. We answered questions, listened to your comments and gave updates on our timetable.

82%
of residents are
satisfied with the overall
repairs and
maintenance service,
up from 73%
in 2008

Our five-year objectives

We will:

- Deliver the five-year improvement programme on time and in budget
- Improve the energy efficiency of our housing stock
- Deliver a top performing repairs and voids service that meets tenant expectations
- Ensure that a comprehensive asset management strategy informs future investment decisions
- Deliver the early phases of regeneration in North Prospect and continue the programme in Devonport
- Deliver a programme of new affordable homes citywide.

86%

of residents rate their repairs as having been "good or very good", up from 81% in 2008

77%

of residents are satisfied with the quality of their homes, up from 73% in 2008

Adaptations

When we were formed, we promised to cut the waiting times for adaptations and reduce the backlog inherited at our stock transfer.

In 2010/11 we carried out a review of our adaptations service during the year. You told us we need to increase awareness of the service and we've introduced Resident Champions to help us. We've also made a commitment to invest up to £3m through the Decent Homes programme towards providing adaptations in properties which house the most vulnerable residents, for example bungalows and sheltered schemes.

Thanks to this investment, 1,500 homes now have full lifetime standard bathrooms, specifically designed for those with limited mobility.



What we're doing now

- Introducing a Handyperson Service for all residents, for the little jobs that need doing around the home
- Continuing to deliver the Decent Homes programme and keep you informed of progress
- Reviewing our lettings standards to ensure the properties we let are of the highest standard. You've told us you want to move into a clean, safe house and we want to meet these expectations
- Introducing Welcome Packs for all new residents. These packs will be waiting for people when they arrive in their new home and will include essential items like tea, coffee, sugar, washing up liquid and bin bags
- Continuing to further reduce waiting times for both major and minor adaptations
- Continuing work on the adaptations action plan following our review and introducing an 'On Demand' adaptation service which will deliver small adaptations, such as grab rails, without the need for an Occupational Therapist report.

91%

of routine repairs were completed within our target of 20 days

92%

of urgent repairs were completed within our target of three days

96%

of emergency repairs were completed within our target of 24 hours



The Environment

Walkabouts

We are committed to undertaking regular estate inspections, aimed at improving the communal and open spaces. As part of a trial, we carried out 94 inspections this year in Whitleigh, Devonport, North Prospect and Estover.

We tidied up communal stairwells and landings in blocks of flats, dealt with fly tipping and installed communal fencing and security doors.

Caretaking

Caretakers are an important part of Plymouth Community Homes, maintaining estates and acting as a crucial link with our customers.

Because of this, we carried out a review of the service in 2010 to identify ways we could improve neighbourhoods. We consulted with you, through working groups, and you told us how we could improve things.

Money Tree Fund

When we transferred in November 2009 we promised to set aside £10m in the first five years for a Money Tree Fund.

This cash is intended to help improve neighbourhoods, sorting out eyesores identified by you.

So far, £1.31m has been spent on more than 300 environmental projects in your neighbourhoods including:

- supporting communal gardens (eg Maker View)
- providing new railings and gates
- relocating communal lighting
- improving refuse collection areas
- bringing abandoned land back into use (eg Kitley Way).



As a result of our findings, we set up a new way of working for caretakers on a trial basis. This pilot was carried out in the Stoke and Keyham areas.

Caretakers began working in teams across estates to get more done – like cutting back bushes and power washing courtyards; we bought a new mobile power washer for cleaning estates where there are no outside taps. This now provides a much deeper clean.

Set standards are now in place and estate inspections are based on these standards.

Our five-year objectives

We will:

- Deliver a programme of external maintenance to improve the appearance and quality of our homes and estates
- Produce a carbon reduction strategy
- Deliver a programme of environmental and security improvements that meet customer needs and expectations
- Improve the environment for tenants living in our sheltered housing schemes
- Maximise opportunities for 'greening' our estates.

82%

of residents are satisfied with their neighbourhood as a place to live, up from 75% in 2008

72%

of residents are satisfied with the general condition of the property, up from 67% in 2008

Recycling in Tower Blocks

Residents in Marlborough House, Devonport, had been asking about recycling in the tower block for some time and earlier this year, with support from the resident warden and tenants, a trial scheme was introduced.

Take-up has been positive, with an estimated 70% of residents now recycling in some form; between December 2010 and February 2011 there was 30% less household waste than previously and the bulk bins no longer overflow.



Energy Efficiency

In 2010, we delivered two major refurbishment projects to blocks of flats in Camden Street and Devonport Hill which included external insulation and new over-cladding. This improved the thermal efficiency and reduced energy costs for residents and transformed the outward appearance of the blocks.

We have joined up with Energy Action Devon to explore how we can best reduce our carbon footprint and make sure our homes are fit for current and future generations.

The new homes being built in North Prospect are being insulated to the highest possible standards to keep residents' bills low.

Other things we have done to improve energy efficiency include:

- grinding old kitchen and bathroom units into carbon pellets
- installing new Argon-filled windows, A-rated energy-saving boilers and 250mm loft insulation
- introducing recycling in our offices.

What we're doing now

- Extending walkabouts across the city and continuing to publicise the dates on our website
- Continuing team working in the caretaking service
- Talking to you about how we can spend the Money Tree Fund to achieve greater value for money
- Extending the recycling scheme to the three other Devonport tower blocks
- Continuing to refurbish our blocks of flats, with the next one due to take place in Exeter Street
- Identifying where our carbon consumption needs to be most reduced, where savings can be best made and investigating further energy-efficiency options such as solar panels on roofs.



Our People

PCH People

As a major employer in Plymouth, we want to attract and keep staff who want to do the best for their customers, who will go that extra mile to help make a difference and who will listen and learn from PCH's residents.

We have established links with work experience schemes, attended careers and job fairs and increased contact with schools and colleges.

We have restructured our Housing and Neighbourhoods team by creating fourteen new housing officer and housing assistant jobs and revising the housing patches.

Each area is covered by two people and their patch is smaller, meaning we get to know residents and neighbourhoods much better.

79%
of residents were
satisfied with being kept
informed, **down from**
80% in 2008

Apprenticeships

One of our offer documents promises was to set up an apprenticeship scheme and we 'inherited' a number of apprentices when we transferred from Plymouth City Council. However, we looked at setting up our own scheme and discovered there was a need for trade and craft roles.

With this in mind, we organised a number of tours around our Prince Rock depot so that potential apprentices could see the sort of work that is carried out and decide if it was for them. We now have our own apprenticeship scheme and have recruited our first real PCH apprentices!



Our five-year objectives

We will:

- Ensure that managers and staff are set clear objectives and receive regular feedback on their performance
- Implement a reward strategy which supports retention and recruitment
- Value and support staff to achieve their potential through a range of training and development opportunities
- Ensure that staff have the systems, business processes and tools to enable them to perform well
- Develop a culture of 'One Organisation'.

85%

of residents find staff helpful, up from 78% in 2008

93%

of residents were satisfied with the attitude of workers, the same as in 2008

Customer Service Training

We want to provide the highest standard of service and our staff have completed a training programme focusing on respect, attitude and behaviour.

This has been backed up by inspiring equality and diversity training for all our staff and is supported by a complaints service where we aim to respond quickly to first-time complaints within 10 working days, for example, and we welcome customer feedback as a way of improving.

Stronger Communities Forum

We have been working with the Housing Diversity Network to understand how well we are delivering services that meet the diverse needs of our residents. This has identified a number of things that we could be doing better.

As a result, our property services team is looking at how aids and adaptations best fit the needs of residents with disabilities, our housing officers are looking at how we address hate crime, our human resources team at how we challenge racist or sexist language and our communications team at how we ensure our publications are accessible for everyone.

What we're doing now

- Offering four new apprenticeships in joinery, metal fabrication, window fabrication and window installation
- Reducing our levels of sickness
- Looking to extend future apprenticeships to other areas of the business, such as administration, housing and finance
- Increasing, from this year's total of 240, the number of people registered with Jobs Link for construction-based work with us
- Improving on our current performance of responding within time to first-time complaints from 64% to 95%
- Rolling out a comprehensive learning and development programme for staff
- Continuing our work on harmonising our employment terms
- Developing and implementing new staff performance management and appraisal systems.





Governance

Keeping An Eye On Us

We recognise that it is important to have strong leadership and management.

We are managed by a Board of tenants, council nominees and independent members. We believe that a strong organisation is all about customer focus, openness, accountability and diversity, so we want to ensure our Board has a mix of skills, experience and personal qualities.

We have adopted and broadly comply with the National Housing Federation code of governance which includes lots of good practice.

There are also a number of groups where residents can influence our work and the services we offer, including the Continuous Improvement Groups and the Customer Assurance Panel.

We want to hear your voice and improve services as a result.

As PCH is a 'not for profit' organisation, we have a number of leaseholder and tenant shareholders who have an interest in PCH. Shareholders are not paid dividends and a share in PCH costs a £1 one-off payment.

In January 2011 the Tenant Services Authority (TSA) gave its verdict on our governance arrangements and financial viability.

We have been rated in the second highest of four categories for both areas and we are out-performing our business plan so far.

In addition, the TSA commented:

- we have successfully established ourselves as an independent housing provider
- we have a firm financial foundation and strong business plan
- we have made a good start in delivering the promises made to tenants
- our position is typical for a stock transfer organisation in its early years.



Our five-year objectives

We will:

- Ensure that regulatory compliance and self-regulation will be consistent with recognised best practice
- Fully comply with the appropriate codes on governance and ensure we have a Board and committee structure that is fit for purpose
- Develop a performance management framework that enables us to measure ourselves against the top-performing registered housing providers
- Create an organisation that truly represents and reflects the diverse nature of the communities we serve
- Externally validate our services to assess their quality and performance.

Of our five year programme to deliver on the **125 promises** we made to you at transfer

61

had been completed by 31 March 2011



Managing our Business Risks

Given the current financial climate, every business faces risks that could potentially affect both the everyday management and the long term business planning of the organisation.

At PCH we work hard to ensure that risks are considered within the business decisions we make.

For example, a risk for PCH could be a failure to meet national and local standards of Value for Money. We've got measures in place to ensure we're prepared to manage issues like this, both now and in the future.

We carry out ongoing reviews to identify business risks, assess the probability of them occurring and put measures in place to minimise the impact should the risks occur.

What we're doing now

- Holding more CIGs, including Anti-Social Behaviour Management
- Further developing with residents the Customer Assurance Panel.





Money and Resources

Rents

It is our policy to keep rents at affordable levels. We do not decide how much rent to charge residents – the government decides this using a formula.

What we have done is provide clear information to residents which explains how rent and any service charges are set.

When comparing with other housing associations, our average rents are amongst the lowest in the country.

Service Charges

This covers the cost of communal services such as caretaking, door entry systems, CCTV and communal TV aerials amongst many other things.

Previously these services were charged at a fixed rate, based on estimates, and increased year on year with some residents over or under charged.

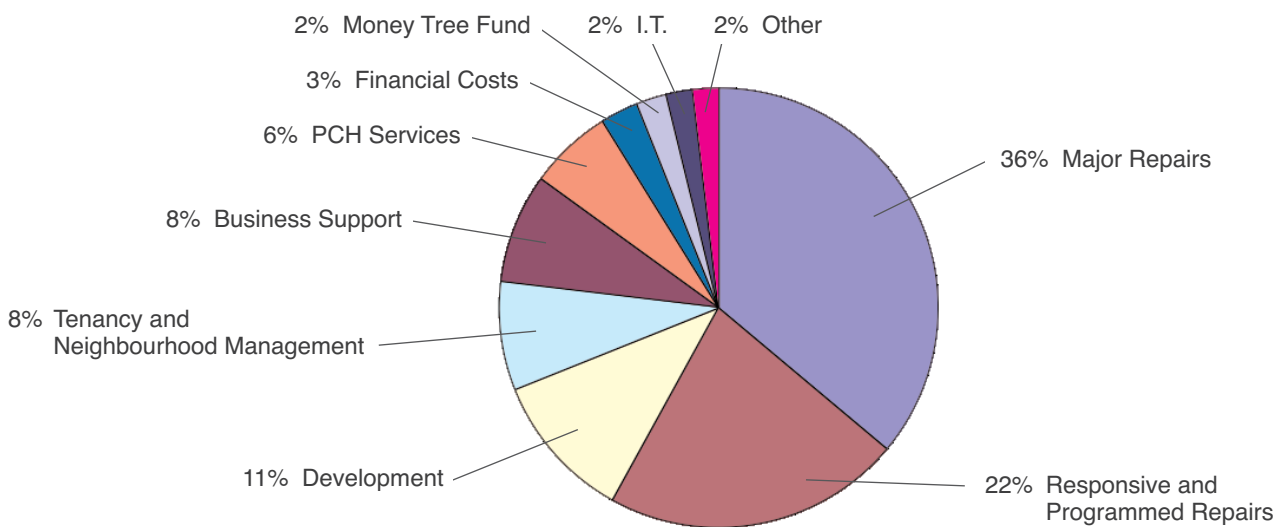
In 2010/11 we reviewed our services and charges as we were being told by residents that not all services were meeting

current needs. As a result some services have been changed to reflect local needs. We are now much clearer about the standards you can expect and the charges are fairer, covering only the cost of the services provided.

Cashless Offices

During 2010 it became increasingly clear that a number of our housing offices were taking smaller amounts of cash payments, with the costs of collecting cash being higher than other payment methods.

How the cash was spent, 2010/11



Our five-year objectives

We will:

- Embed quality procurement across the organisation
- Invest in IT solutions that improve efficiency and performance
- Develop budget processes that enable us to invest in priority services
- Develop a 'value for money' culture
- Maximise commercial income where appropriate
- Operate within our financial parameters and deliver ongoing efficiency savings to maximise the feasibility and robustness of the Business Plan.

83%

of residents feel they obtain good value for money from their rent, up from 75% in 2008

Over

99%

of rent due was collected in 2010/11

We were also being told by residents that more time should be spent on our front-line services. So we reviewed how we could provide better value for money and improve services at the same time.

More people pay by Direct Debit nowadays and following consultation, we decided to stop taking cash in our housing offices and as a result we are able to free up staff from our branch offices so they can spend more time in your neighbourhood.

Value for Money

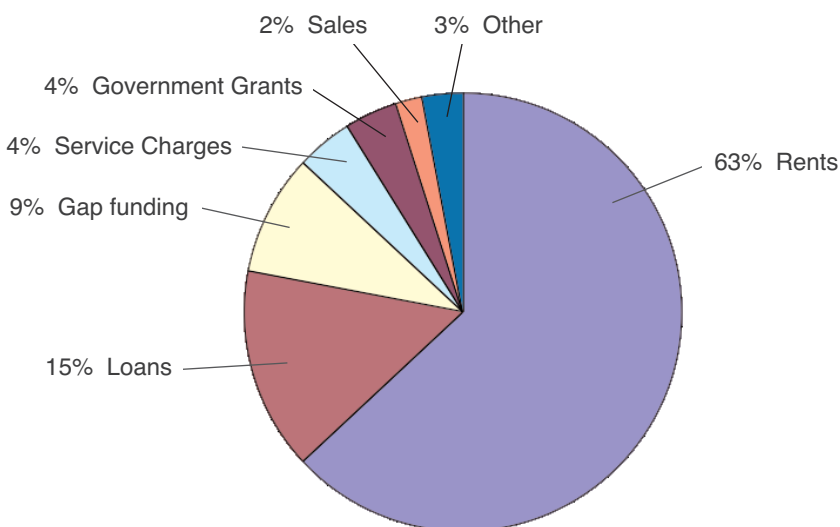
We developed a Value for Money Strategy and Policy which looks at how we can get the best value for money right across the organisation.

This isn't about necessarily taking the cheapest option, but about making sure that what we spend our money on is best for residents. We intend to implement this approach during 2011/12.

What we're doing now

- Rolling out the government's affordable rents programme, which will see higher rents on some new tenancies. This extra money will be ring-fenced to fund new developments
- Securing as much grant funding as possible
- Maximising income from shared-ownership and development-land sales
- Strengthening our financial base
- Reviewing our contracts to secure high standards at lower costs
- Continuing to review our services particularly looking at how they compare in terms of cost and quality with other housing associations.

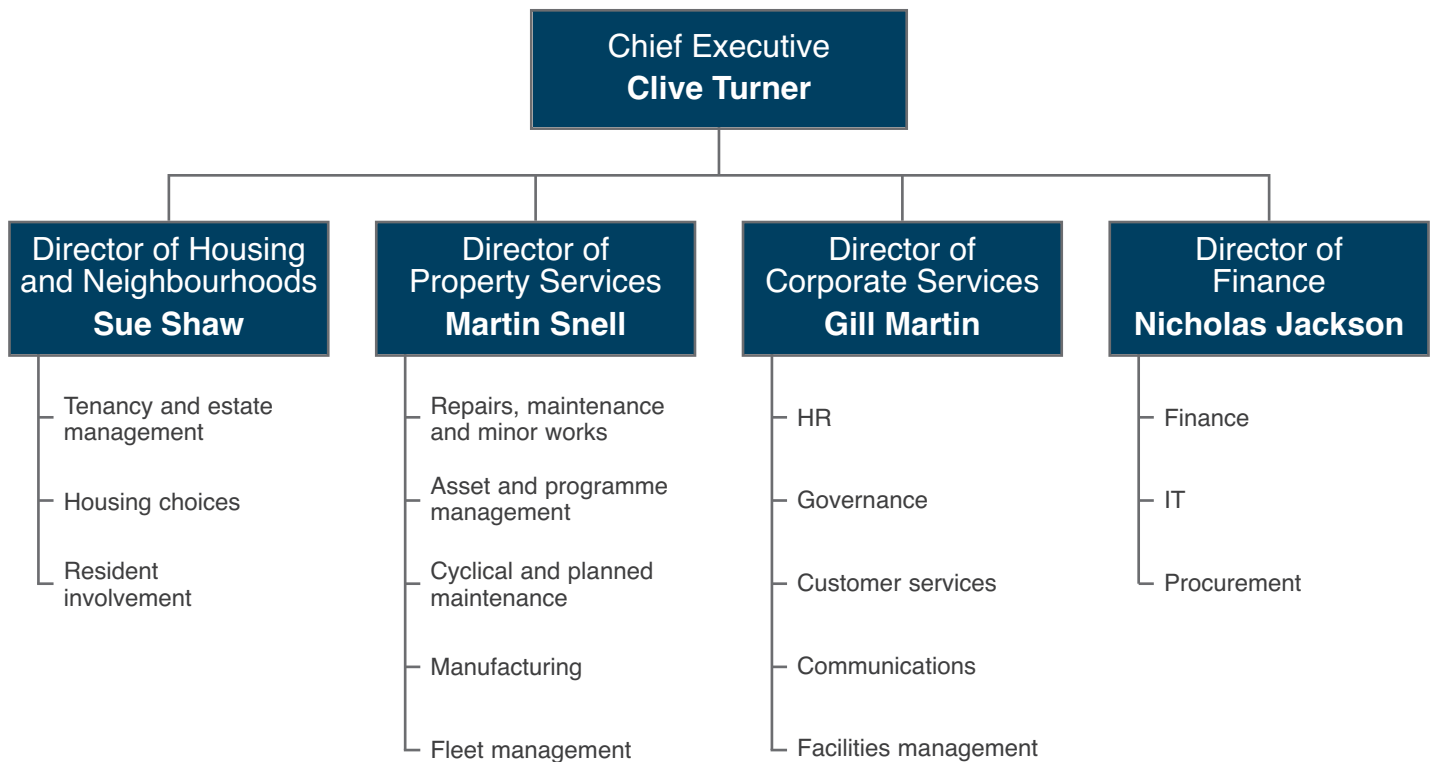
Where the cash comes from, 2010/11





Who are Plymouth Community Homes?

Plymouth Community Homes Executive Management Team and Board Members in 2010/11 are as follows:





Clive Turner – Chief Executive

Clive was appointed as the Chief Executive for Plymouth Community Homes in April 2009 after nearly five years as

Corporate Director for Community Services with Plymouth City Council. Prior to this, Clive worked in senior roles for the Housing Corporation and Stonham Housing Association.



Martin Snell – Director of Property Services

Martin transferred to the role of Director of Property Services following 38 years service with

Plymouth City Council. Instrumental in setting up the highly successful Manufacturing Department, Martin leads the team responsible for the effective delivery of all improvement programmes and repairs services in the region of £60m per annum.



Sue Shaw – Director of Housing and Neighbourhoods

Sue has worked in the social housing sector for most of her career. Her roles have included on-

the-ground housing management through to advising and assisting tenants' groups, housing association boards and senior executives. Sue has held housing positions in local government, the Housing Corporation and as a consultant. Sue took up her current role with Plymouth Community Homes in 2009.



Gill Martin – Director of Corporate Services

Prior to her appointment to the role of Director of Corporate Services, Gill was the Assistant Director

for Human Resources and Organisational Development in Plymouth City Council.



Nicholas Jackson – Director of Finance

Nick joined Plymouth Community Homes as Director of Finance in June 2009 and was formerly Finance Director

for Mendip Housing Limited. Nick has 20 years experience of operating in senior financial roles within the housing and charity sectors.



Peter Ebsworth – Chair

Peter is a tenant and former Chair of Plymfed. He is the Chair of Plymouth Community Homes' Board and a

member of the Governance Committee. Peter has achieved both a Community Governance Award and a Chartered Institute of Housing qualification.



Nigel Warn

Nigel has been a tenant for almost 30 years. He is employed by DML in Plymouth and has been a union representative with GMB for seven years.

Nigel is a member of the Customer Focus Committee and chairs the Governance Committee.



Jack Thompson

Before moving to Plymouth, Jack worked in Africa for 25 years for international aid agencies assisting small businesses to start-up

and expand. He is a member of the Audit and Risk Committee and chairs the PCH Regeneration Company Board. Jack is a Councillor for the Budshhead Ward.



Sue Dann

Sue has a background in HR and customer services and works for Working Links in the South West. Sue is a member of the Governance

Committee, was formerly a Councillor for the Moor View Ward and Cabinet member for Transport and Human Resources.



Elaine Pellow

Elaine is a former training officer in modern apprenticeships and has received a community volunteering award for her services to the

community. Elaine chairs the Customer Focus Committee.



Sue McDonald

Sue has worked as a lecturer in Policy Studies at the University of Plymouth, was the Community Director of the Millfields Trust and is

currently the Vice Patron. Sue was formerly the Chair of the Plymouth and District Community Health Council and is a Councillor for the St Peter & Waterfront Ward.



Alan Clifford

Alan was formerly the City Treasurer at Plymouth City Council until his retirement in 2004 and remains active in a number of voluntary

roles. Alan chairs the Audit and Risk Committee.



Christine Watts

Christine has over 20 years of experience of major regeneration and housing management and played a key role in the award-winning tenant

management organisation (TMO) at the Pembroke Estate in Devonport. Christine is a member of the Customer Focus Committee and the Vice Chair of the PCH Regeneration Company Board.



Zilpah Walton – Vice Chair

Zilpah is a housing manager with more than 25 years' experience working in social housing. She holds a Post

Graduate Diploma in Housing Studies and is a Member of the Chartered Institute of Housing. Zilpah is a member of the Customer Focus Committee and the Vice Chair of the Board.



Roger Pipe

Roger is the General Manager at the Millfields Trust, a role he has held for 12 years. Roger has spent the majority of his working life in the

voluntary and community sectors working for both large national organisations as well as those with a neighbourhood focus. Roger joined the Board of PCH in September 2010, and also sits on the Governance Committee.

Contact numbers

For any enquiries regarding your home or tenancy, or the services we provide, please contact:

Head Office

0800 694 3101

Housing Offices

Estover:	0800 917 9496
Devonport:	0800 917 9497
Whitleigh:	0800 917 9498
North Prospect:	0800 917 9499

Repairs

0808 230 6500
07899 848886

Out of hours repairs

0800 917 9459

Sheltered Housing Team

0800 917 9452

Leaseholders

01752 388094/388109

Caretaking Service

0800 917 9455

Debit/Credit Card Payment Line

0844 557 8321

Gas Servicing (and Cyclical Planned Technical section)

01752 388007/388008

Resident Involvement Team

0800 917 9457