

Annual Report for Residents 2018

Plymouth
Community Homes



We believe **people** are just as important as the homes we let.

We have three ambitions relating to people, these are:

- Provide great services to our customers;
- Be an employer of choice;
- Work with others to build valuable and effective partnerships.

Over the past year, we have continued to deliver excellent quality services whilst keeping an eye on running costs at the same time. Our latest resident satisfaction survey told us that 9 out of 10 of you are satisfied with PCH as their landlord – this is a result we are really proud of.

What have we done over the past year?

- We launched a new online self-service portal called MyPCH so that residents can view their account information, update personal details and request repairs. So far 1,930 residents have signed up to use it.
- We have been awarded the highly-respected Investors in People Gold award which is a reflection of the way we develop our staff to be able to provide the best possible service for customers.
- Our Learn for Free Programme, which offers vocational and life skills training to residents at no cost to them, won the national TPAS Excellence in Employment and Skills Award.
- We developed a project called New Home, New You in partnership with Livewell Southwest, the NHS and Plymouth City Council. This initiative aims to support new tenants who want to make a fresh start and make positive changes to their lifestyle.

Our Proudest Moments



residents took part in our Learn For Free programme.



residents have signed up to MyPCH – the new online self-service portal.



new tenancies started during the year.



spent on community development initiatives.



of residents are satisfied with PCH as their landlord.



days per employee lost due to sickness - less than last year

Managing our **pounds** wisely is a key part of achieving value for money for you.

Our financial aims are to:

- Grow our business;
- Run our business effectively to provide a healthy financial and social return;
- Be commercial, innovative and enterprising.

There is a high demand for affordable housing in Plymouth. To meet the increasing housing need, we're building more homes for the people of Plymouth and the surrounding areas.

We also own over 170 shops which bring an income into PCH and are home to a variety of essential community facilities. Other commercial activities are our Manufacturing Department selling windows, doors and signs as well as Shared Ownership home sales.

What have we done over the past year?

- We carried out a major re-financing exercise which means we can now borrow up to £170million to build new homes or invest in the existing homes whilst reducing banking costs.
- Our work to help residents get ready to move onto Universal Credit continued throughout the year. We saw our current tenant rent arrears reduce to just 1.28% of almost £58million.
- We increased income from commercial and other activities by 40% to £9.5m with an increased surplus of £800k on these activities including sales of manufactured goods, energy income, shared ownership sales and land receipts, shop lets and the additional letting of commercial space at Plumer House.
- The timescales for re-letting empty homes was 17.4 days on average which is better than most other landlords. This means new tenants can move in much quicker whilst keeping the amount of rent that can't be collected low.



Our Proudest Moments



amount spent per property on social housing costs



is the percentage of rent arrears owed to us by current tenants



rent collected: (£58m) of housing rent during the year.



spent on running the social housing part of the business



of residents think our rent provides value for money



spent on developing new homes

Places are your homes and neighbourhoods.

Our aims are:

- Manage our property and neighbourhoods to encourage thriving communities;
- Offer more homes in new ways and new places;
- Look for greener ways of working.

We maintain your homes to a high standard, building more to meet the needs of future generations and reducing the impact our homes and business have on the environment.

What have we done this year?

- Following the tragic fire at Grenfell Tower, our housing management and maintenance teams worked tirelessly with residents at the Mount Wise Towers to provide support and additional fire safety works to help them feel safe in their homes. We have set the money aside to re-clad the blocks over the coming 18 months.
- We took delivery of 124 new homes for rent or shared ownership providing much-needed additional affordable housing in Plymouth. Our Board also made the decision to start building or acquiring new homes in the Plymouth, Devon and Cornwall areas – a first for PCH.
- 72 of our new homes were built to the highest standard of energy efficiency which is known as Passivhaus. All of our new homes are highly insulated and many have solar panels meaning that energy bills are low so that residents have more money in their pocket.
- To modernise the buildings and improve energy efficiency we started a programme to refurbish some of our older blocks of flats to make them look more appealing for the people who live there. This involved installing new windows, applying external wall insulation, replacing fences and railings and other works to the communal area.
- Our Communities and Neighbourhood Teams have worked closely with residents to develop Neighbourhood Plans for each area we work in, and hosted community events throughout the year.



Our Proudest Moments



spent on repairs



responsive repairs
were completed
during 2017/18



new homes built



homes currently
under construction



the average
number of days taken
to re-let empty homes



spent on
major repairs



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