

Plymouth Community Homes Overview

Leasehold Forum
21 July 2021

Liz Phillips
Head of Incomes, Commercial and Home Ownership

PCH - who are we?

Housing Association, which took on the homes from Plymouth City Council in 2009

Our head office is at Plumer House in Crownhill

We manage around:

- 1,700 leasehold flats
- 14,000 homes for social and affordable rent
- 300 shared ownership homes
- 200 commercial properties
- The Beacon in North Prospect
- 3,000 garages and parking spaces for rent



Leaseholder
Forum

Leaseholders - who are you?

Two routes to become a leaseholder:



A former tenant exercising the Right to Buy or Right to Acquire

- 13 new leaseholders since March 2020



Buying a flat that has previously been subject to RTB / RTA on the open market

- 107 lease assignments since March 2020



PCH – day to day services



Leaseholders

We provide an in house leasehold management service.

We have a designated Leasehold Officer for each leasehold property.



Tenants and shared owners

We provide in house lettings and housing management and have an Incomes Team who support customers with their finances. We also provide the day to day repairs service in house.



Leaseholders, tenants, shared owners and freeholders

Our Environmental Services Team provide in house Ranger, grounds maintenance and tree services.



PCH - looking forward

We have now started to grow outside Plymouth

- 91 rented properties in surrounding areas
- 33 shared ownership homes in surrounding area

Ambitious development programme both in and outside Plymouth:

- 261 homes for rent currently in development
- 146 shared ownership homes in development
- A further 106 homes for rent and 48 shared ownership homes approved and due to start



Our relationship with you as leaseholders

- You are very important customers for us and we value liaison with you – so we have set up this forum and hope that you will find it useful.
- Our relationship is also governed by the terms of the lease. This includes liaising about:
 - ✓ Carrying out the legal processes when you wish to sell your property
 - ✓ Fire door checks
 - ✓ Alterations you may wish to make to your property
 - ✓ Service charges
 - ✓ Major works that we carry out to maintain the exterior of the properties
- Our Leasehold Team are very experienced in all these areas, and are there to assist you as needed.
- Our relationship is also governed by legal requirements.
 - ✓ A key example relates to the Section 20 consultation that is required before we carry out major works.



Leaseholders - looking forward

- Leaseholder forum - continuing to develop this with you
- Opportunity for individual appointments with your Leasehold Officer as part of future meetings
- PCH portal - access for leaseholders
- Potential changes in legislation
 - Leasehold reform re ground rents and lease extensions
 - Frequency of fire door checks



Further information at
www.plymouthcommunityhomes.co.uk

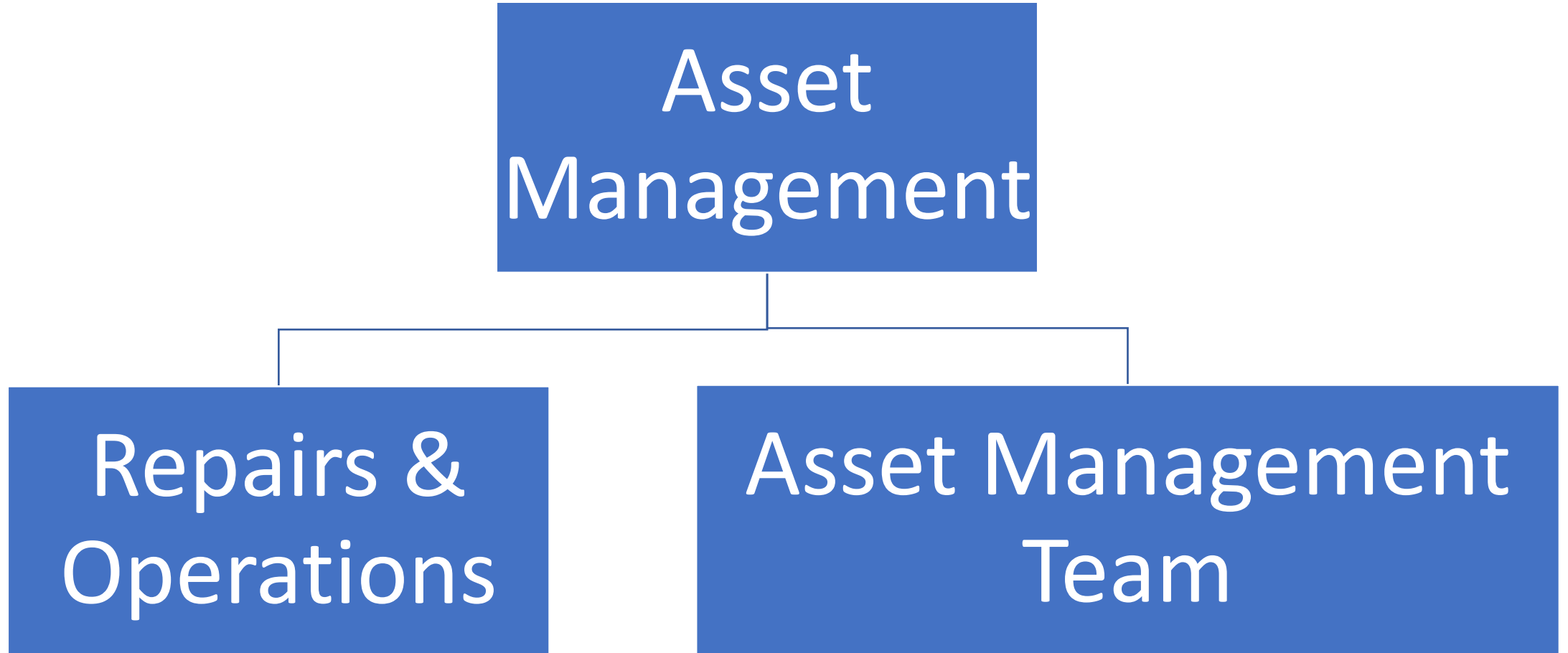
Further information for leaseholders at
www.lease-advice.org

Thank you

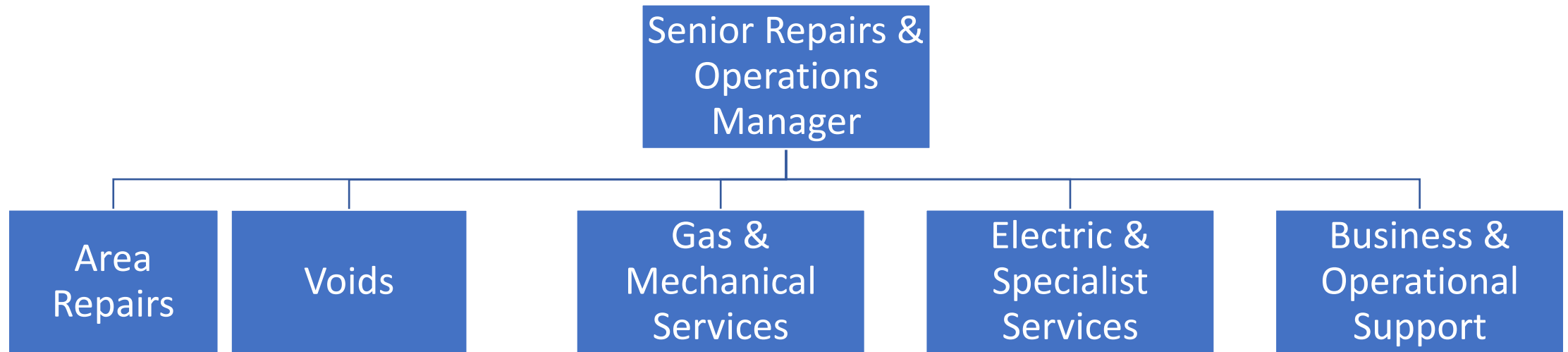


**Planned Works Programme
Leasehold Forum
21st July 2021**

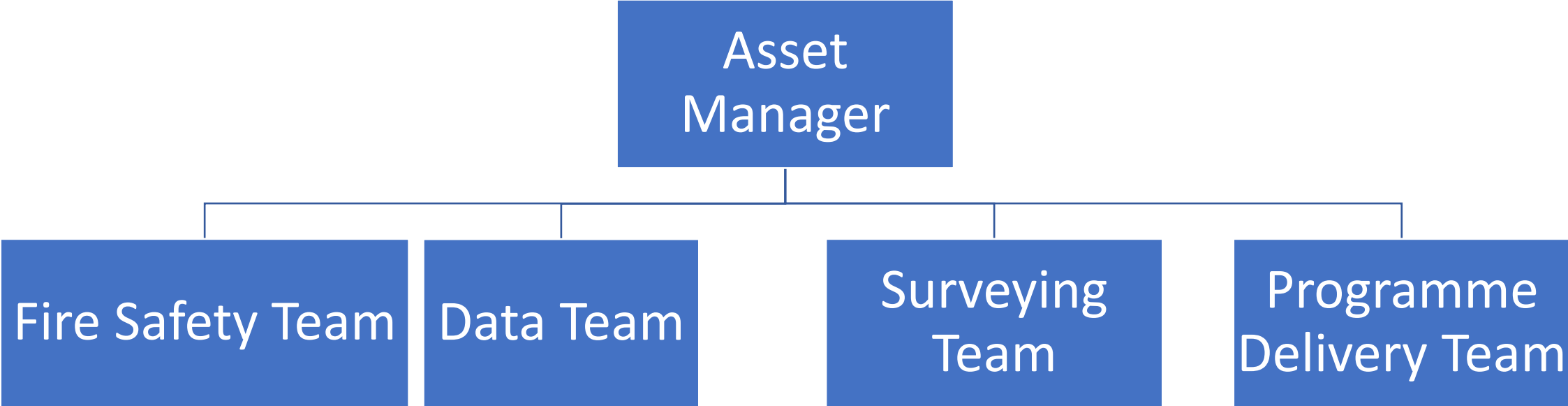
Asset Management



Repairs & Operations Team



Asset Management Team



Stock numbers

	Blocks in PCH Ownership	No. Blocks with Leaseholders
High Rise Blocks (+18M)	6	6
Low Rise Blocks	564	368
Half House Flats	1551	576



Challenges



**Building
safety**



Environmental



Investment



Building Safety

Fire Safety Bill

**Building Safety
Bill**



Environmental



Zero Carbon 2050

EPC C 2030

Indicative component life cycles



Older Stock
Requiring
Investment

Component replacement	Life Cycle
Pitched Roof	50-60 years
Flat Roof	20-30 years
Windows and Doors	30 years
Walls	30-60 years
External Areas	30 years
External Painting	5-10 years

Types of work

Planned
Programme

Planned
Programme
Plus

Modernisation

Asset Management Plan 2021/22

BLOCK	AREA	STREET	PROG
50-102 STOKE RD	CENTRAL	STOKE ROAD FLATS	MOD
72-94 KEYHAM RD	KEYHAM	KEYHAM ROAD	MOD
96-110 KEYHAM RD	KEYHAM	KEYHAM ROAD	MOD
112-126 KEYHAM RD	KEYHAM	KEYHAM ROAD	MOD
128-142 KEYHAM RD	KEYHAM	KEYHAM ROAD	MOD
1-15 ST LEO PLACE	KEYHAM	ST LEO PLACE	MOD
1-15 ALCESTER CL	STOKE	ALCESTER CLOSE	MOD
17-31 ALCESTER CL	STOKE	ALCESTER CLOSE	MOD
33-47 ALCESTER CL	STOKE	ALCESTER CLOSE	MOD
10A-F HOW ST	BARBICAN	HOW STREET	PP+
11A-F HOW ST	BARBICAN	HOW STREET	PP+
12A-F HOW ST	BARBICAN	HOW STREET	PP+
13A-C HOW ST	BARBICAN	HOW STREET	PP+
14A-E HOW ST	BARBICAN	HOW STREET	PP+
10A-10F LOOE ST	BARBICAN	LOOE STREET	PP+
11A-11F LOOE ST	BARBICAN	LOOE STREET	PP+
12A-12F LOOE ST	BARBICAN	LOOE STREET	PP+
13A-13F LOOE ST	BARBICAN	LOOE STREET	PP+

BLOCK	AREA	STREET	PROG
2-24 BOONS PLACE	CENTRAL	BOONS PLACE	PP+
26-48 BOONS PLACE	CENTRAL	BOONS PLACE	PP+
1-8 LOFOTEN CL	DEVONPORT	LOFOTEN CLOSE	PP+
9-24 LOFOTEN CL	DEVONPORT	LOFOTEN CLOSE	PP+
314-326 ST LEVAN RD	KEYHAM	ST LEVAN ROAD	PP+
18-24 BYARD CL	KINGS TAMERTON	BYARD CLOSE	PP+
4-34 BAMFYLDE WAY	SOUTHWAY	BAMPFYLDE WAY	PP+
31-53 WEST HOE RD	WEST HOE	WEST HOE FLATS	PP+
55-77 WEST HOE RD	WEST HOE	WEST HOE FLATS	PP+
79-101 WEST HOE RD	WEST HOE	WEST HOE FLATS	PP+
65-87 NOTTE ST	BARBICAN	NOTTE STREET	PP+
89-111 NOTTE ST	BARBICAN	NOTTE STREET	PP+
113-135 NOTTE ST	BARBICAN	NOTTE STREET	PP+
137-159 NOTTE ST	BARBICAN	NOTTE STREET	PP+
1-21 HARWELL CRT & FFG SHOPS	CENTRAL	HARWELL COURT	PP
22-27 HARWELL CRT	CENTRAL	HARWELL COURT	PP
43-56 HARWELL CRT	CENTRAL	HARWELL COURT	PP
1-24 MORLEY CRT	CENTRAL	MORLEY COURT	PP

Asset Management Plan 2022-5

BLOCK	AREA	STREET
77-99 PEMBROKE ST	MOUNT WISE	PEMBROKE STREET
124-146 PEMBROKE ST	MOUNT WISE	PEMBROKE STREET
125-147 PEMBROKE ST	MOUNT WISE	PEMBROKE STREET
148-170 PEMBROKE ST	MOUNT WISE	PEMBROKE STREET
149-171 PEMBROKE ST	MOUNT WISE	PEMBROKE STREET
172-194 PEMBROKE ST	MOUNT WISE	PEMBROKE STREET
173-195 PEMBROKE ST	MOUNT WISE	PEMBROKE STREET
196-218 PEMBROKE ST	MOUNT WISE	PEMBROKE STREET
197-219 PEMBROKE ST	MOUNT WISE	PEMBROKE STREET
220-242 PEMBROKE ST	MOUNT WISE	PEMBROKE STREET
1-34 BROCK HOUSE	BARBICAN	BROCK HOUSE
25-32 MORLEY CRT	CENTRAL	MORLEY COURT
33-40 MORLEY CRT	CENTRAL	MORLEY COURT
41-46 MORLEY CRT	CENTRAL	MORLEY COURT
47-52 MORLEY CRT	CENTRAL	MORLEY COURT
53-84 MORLEY CRT	CENTRAL	MORLEY COURT
85-90 MORLEY CRT	CENTRAL	MORLEY COURT

BLOCK	AREA	STREET
1-6 ABBEY CRT	BARBICAN	ABBAY COURT
7-12 & 26-32 ABBEY CRT	BARBICAN	ABBAY COURT
14-25 & 33-40 ABBEY CRT	BARBICAN	ABBAY COURT
25-267 MARLBOROUGH HOUSE	DEVONPORT	MARLBOROUGH HOUSE
16-46 CLOWANCE LANE	MOUNT WISE	CLOWANCE LANE
1A-F WOLSELEY RD FLATS	KEYHAM	WOLSELEY ROAD FLATS
2A-F WOLSELEY RD FLATS	KEYHAM	WOLSELEY ROAD FLATS
3A-C WOLSELEY RD FLATS	KEYHAM	WOLSELEY ROAD FLATS
4A-F WOLSELEY RD FLATS	KEYHAM	WOLSELEY ROAD FLATS
5A-F WOLSELEY RD FLATS	KEYHAM	WOLSELEY ROAD FLATS
6A-C WOLSELEY RD FLATS	KEYHAM	WOLSELEY ROAD FLATS
7A-F WOLSELEY RD FLATS	KEYHAM	WOLSELEY ROAD FLATS
8A-C WOLSELEY RD FLATS	KEYHAM	WOLSELEY ROAD FLATS
9A-F WOLSELEY RD FLATS	KEYHAM	WOLSELEY ROAD FLATS
10A-F WOLSELEY RD FLATS	KEYHAM	WOLSELEY ROAD FLATS
1-31 ZION ST	THE HOE	ZION STREET
33-51 ZION ST	THE HOE	ZION STREET
10-37 WOODSTOCK GDNS	ST BUDEAUX	WOODSTOCK GARDENS

In Summary

- Maintenance of your property is performed through the Asset Management Section of PCH.
- Reactive repairs to the external fabric of the building is delivered by our Repairs and Operations Team.
- Planned maintenance of your homes is delivered through our Asset Management Team.
- There are three levels of planned maintenance intervention that will be based upon stock condition survey information