InTouch

Issue 67 Autumn 2026

Plymouth Community Homes

Maya-Jacqueline Garbu - Pg 8

PLYMspirational

Residents helping shape PCH's future - Pg 3

Meet Chris Brook, our Executive Director of Place - Pg 5

Community spirit shines at George Street Fun Day - Pg 16

Read more in InTouch online
bit.ly/PCHInTouch

Welcome to the Autumn 2026 edition of InTouch

As we launch our new Business Plan, setting out our priorities for the next 10 years, I'm pleased to show you our latest edition of InTouch, where you can find out more about what lies ahead for Plymouth Community Homes (PCH).

Earlier this year, more than 300 residents shared their views on the future of PCH. Those conversations helped shape the new Plan, and I'm extremely grateful to everyone who took part. Whether you're a resident, leaseholder, shared owner or shareholder, your views help us improve our services and make sure we're focused on what matters most to you.

In this edition, we look back on a busy summer of community activities, including Plymouth Pride, Fit and Fed with Grow Share Cook and the George Street Open Day. It was fantastic to see so many residents getting involved, and we hope to see even more of you at our Halloween and festive events later this year.

Our Plymspirational feature shines a spotlight on Maya-Jacqueline Garbu, the winner of the Young Neighbourhood Hero Award sponsored by PCH at the 2026 Plymouth Youth Awards. After spending a month volunteering in Malaysia over the summer, Maya's story is a wonderful example of the difference young people can make in their communities.

Later this month we'll be hosting our Resident Design Conference, and we'd love you to join us. You'll find information in this magazine on page 4 about how to register and help shape the homes and communities of the future.

You'll also find an update on our Better Repairs Programme. We know our repairs service isn't yet consistently where we want it to be, and improving it is a key priority for PCH. We're focused on making repairs easier, more reliable and better communicated, and we'll continue to listen to residents and use their experiences to help us understand where we need to improve.

More information about the Social Tenants Access to Information Requirements (STAIRs) can also be found in this edition, alongside a spotlight on Debbie living in one of our Housing with Support schemes and an introduction to Chris, our Executive Director of Place.

From the winter InTouch onwards, you'll hear from our new Chair of the Board, Mike Kirk, who recently joined PCH. Mike is passionate about residents, communities and the role PCH plays across Plymouth, and I'm looking forward to you getting to know him. We'll be featuring an interview with Mike in our next edition, so keep an eye out for that.

As ever, if you have a story to share about your achievements, your community or a neighbour who has gone above and beyond, we'd love to hear from you. Please get in touch with us via email on **news@plymouthcommunityhomes.co.uk** or message us on Facebook, X or Instagram.

Jonathan

Jonathan Cowie,
Chief Executive

Residents helping shape PCH's future

When we started developing our new Strategic Business Plan, we asked a simple question: what matters most to you?

More than 300 residents took part in our consultation, sharing their views on the future direction of PCH. We also held a resident focus group to explore those issues in more detail and better understand people's priorities and experiences.

The message we heard was clear. Residents want safe, well-maintained homes, reliable services, opportunities to have their voices heard and communities where people can thrive.

Those views have helped shape our new Strategic Business Plan.

Listening and acting on resident feedback

Residents told us they want services that are easier to access, easier to understand and more responsive when things go wrong.

As a result, the new plan includes a stronger focus on customer experience and resident influence. We want more residents to influence decisions and services.

Over the next decade, we'll continue developing ways for residents to get involved, while making it simpler to contact us, access information and manage services online, if that is the preferred option.

Our ambition is to achieve customer satisfaction levels of between 85% and 90%, but more importantly, we want residents to feel listened to and confident that their feedback leads to real change.

Investing in homes

One of the strongest messages from residents was the importance of maintaining and improving existing homes.

That's why a major part of our new plan focuses on investing in the homes people already live in. Over the next ten years, PCH will invest £1.2 billion in homes, communities and services, helping ensure homes remain safe, comfortable and fit for the future.

The plan also commits to improving energy efficiency across our housing stock, with the ambition for all homes to achieve at least an EPC C rating by 2030. This will help create warmer, more energy-efficient homes while supporting wider environmental goals.

Supporting communities

Residents consistently told us that a good home is about more than four walls. Strong communities, opportunities and local support matter too.

That's why the plan sets out a commitment to create more than £500 million of social value across Devon and Cornwall over the next decade through investment in homes, neighbourhoods and services.

We're also committing to support more than 2,000 residents into employment and training opportunities, helping people build skills, improve financial resilience and achieve their goals.

Looking ahead

The Strategic Business Plan is ambitious. Alongside improving existing homes and services, it includes plans to build more affordable homes and support sustainable growth across the South West. PCH aims to deliver 1,500 new affordable homes over the next five years and grow the number of homes it manages to up to 25,000 across the region.

Everything in the plan is driven by a main aim to provide great homes, deliver services residents can rely on and create communities where people are proud to live.

We'll continue working closely with residents to turn these ambitions into reality.

Blossom tree saved as planter restored and expanded in Plymouth City Centre

We're budding with excitement following the restoration and expansion of a brick planter which is home to a much-loved blossom tree in the communal courtyard at Cecil Street in Plymouth.

The growth of the thriving blossom tree roots had led to structural damage of the existing brick planter, which following an inspection by the Minor Works team and Arboriculturist at PCH and contractor, Hallwell, many different options to retain the tree while removing any risks associated with the cracked brickwork were explored.

The decision was made to adapt the planter, to allow the tree with its fleeting but beautiful spring blossom to remain and flourish for many years to come.

The local housing team in this area have received positive feedback from residents about the new planter, alongside the external decoration and window replacement project currently underway at Cecil Street, bringing the blocks to life even further.

Sarah Tasker, Housing Officer at PCH, said: "The improvements to the planter at Cecil Street have had a positive impact on the appearance of the area and compliment the external decoration works. It's encouraging to see different teams working together to enhance the neighbourhood, and the feedback received from residents about the ongoing improvements has been positive."

Pete Bold, Minor Works Supervisor at PCH, added: "The decision to reconstruct the wall, increase the overall footprint of the planter to provide the tree with additional space and reduce the potential for further structural conflict as it continues to mature was made after three separate visits to the block to inspect its condition.

"During each visit, we were approached by residents who were keen to emphasise how important the tree was to them. They explained that they loved the tree and highlighted that it is a real focal point within their communal area, so it was great to arrive at a solution that addressed the structural issues while retaining an established and valued feature of the community.

"As always, it was a pleasure working with our Arboriculturist, the Environmental Services team and Hallwell, and it was especially rewarding to have delivered an improvement that benefits both the communal area and the residents who use it."

Join us at our Resident Design Conference

It's time to have your say on this year's theme: What makes a place?

Our Resident Design Conference returns on Thursday 29 October 2026 at Plumer House, and we'd love you to join us.

We will be joined by Adam Darby of BDP, one of the UK's leading architecture and design practices, who will deliver a guest presentation as part of an engaging programme designed to bring residents and housing professionals together to help shape the future of homes and communities.

The conference will begin at 10am and finish at approximately 3:30pm. Tea, coffee, biscuits and lunch will be provided throughout the day. Combining learning, collaboration and hands-on activities, the conference is a great opportunity to share ideas, learn from others and help influence the homes and communities of the future.

Scan the QR code on this page to reserve your place or visit **www.bit.ly/SWRDC26**. Alternatively, please call us on **0808 230 6500** and ask for our resident involvement team.

Save your place

Meet Chris Brook, our Executive Director of Place

For this issue of InTouch, we sat down with Chris Brook, to talk about the newly created role of Executive Director of Place, and the exciting upcoming partnership opportunities for Plymouth Community Homes across our region.

At the start of 2026, we welcomed Chris Brook to PCH. He joined us as the Executive Director of Place, leading our development team to drive forward PCH's Growth Strategy and regeneration workstreams, as well as the Asset Strategy and Delivery department and the Commercial team.

Before joining PCH, Chris worked as the Director of Place and Enterprise at South Hams and West Devon District Councils and has more than 20 years of experience in both commercial and social value focused work. Chris also has a strong technical and built environment background and is a chartered civil engineer, alongside having specialist expertise in construction contracts and law.

Hear what Chris Brook, Executive Director of Place has to say: "I'm delighted to have joined PCH at such an exciting time. With significant opportunities for growth and partnership across Plymouth, Devon and Cornwall, it's a great time to drive positive change through housing and make a real difference to communities.

"I've enjoyed spending time in our communities meeting residents, strengthening existing partnerships and developing new relationships with organisations, local authorities and housebuilders across the region.

"As well as delivering new homes and supporting regeneration projects, I'm committed to ensuring our existing residents live in homes that meet their needs, supported by continued investment in our existing housing stock by our Asset Strategy and Delivery team.

"At the end of October, we're inviting residents to our annual design conference, giving you the opportunity to have your say on this year's theme 'what makes a place'. You will be able to explore how your feedback influences the design and delivery of new developments, review housing schemes and get hands-on with design choices that impact everyday living. If this sounds like something you would like to be involved in, please do reserve your place. Your contributions are invaluable to us and the team look forward to seeing as many of you there as possible.

"I look forward to meeting as many of you as I can while I am out and about in our communities, so if you see me in my high vis, hard hat and boots or when I'm looking a little smarter away from our development sites, please do pop over and say hello!"

Please get in touch if you have a question for Chris, which we can answer in a future edition of InTouch or can provide the answer via your Housing Officer. You can email **news@plymouthcommunityhomes.co.uk** or pass on a question to your Housing Officer.

Read our latest news

Development update - what's happening in case you missed it

Bath Street, Millbay - Plymouth

Ground preparation is continuing on our eco-friendly community of affordable homes for social rent in the heart of Plymouth's city centre.

The first construction phase will include a mix of 80 1 and 2 bed flats and 3 bed houses, and the second phase will include a further 56 homes, eventually providing 136 affordable homes for social rent to meet local housing need.

The Bath Street scheme is a key part of our Growth Strategy and PCH is working in partnership with the council on its delivery.

Completion of the first 80 homes is estimated to take place by early 2029. All available homes to rent will be advertised on Devon Home Choice.

To bid for a property or to be considered for a tenancy, registration will need to be completed using their online application form.

Widegates – Cornwall

PCH is delivering five new affordable homes for social rent in Widegates, South East Cornwall, supporting local people in need of affordable housing and helping people with strong community ties to remain in the area.

The energy-efficient three-bedroom homes, being built by Ease Homes SW Ltd, our first with the local developer, will be available for social rent from Spring 2027 and prioritised for those with a connection to Morval parish before extending to neighbouring parishes across South East Cornwall, including Looe.

The homes will be delivered thanks to funding from the Government's Social and Affordable Homes Programme 2026-2036, with PCH being one of just 33 housing associations chosen nationally by Homes England to become a Strategic Partner through the programme, to support the delivery of 1,500 affordable homes over the next decade.

Alphington – Devon

PCH has secured a further 45 affordable homes at Vistry's Matford Brook development near Alphington, strengthening its growing presence in Exeter and supporting its ambition to deliver more affordable homes across Devon and Cornwall.

Of the 45 homes, 34 will be offered for social rent and 11 will be made available for shared ownership through PCH's sales brand, SO Living. The homes will include a mix of two-, three- and four-bedroom properties, helping meet demand for high-quality affordable housing for local people and families.

Design team appointed for Marlborough House regeneration

PCH has appointed a team of firms all with a strong track record of delivering regeneration projects both nationally and in the South-West to take forward and lead the regeneration of Marlborough House, a major high-rise redevelopment project in the heart of Plymouth.

The project will replace the existing 14-storey tower block to bring a new generation of residential development to Plymouth, with high-rise social rented homes, marking a significant moment for the city. This is expected to be the first new high rise building for social rent delivered in Plymouth in several years, underlining both the scale of ambition and responsibility to deliver a high-quality new building for the community that is future thinking.

Following a robust procurement process, Building Design Partnership (BDP) will take on the role of Lead Designer and Architect. BDP is a well-established firm with a strong presence in the South-West. The company brings extensive experience in complex regeneration and residential led schemes – including high rise developments.

BDP will work alongside a wider project team of specialists, many of which have strong regional and local connections. Work is already underway to put together designs for the estimated £45 million Marlborough House regeneration project, first announced by PCH in September 2024.

Maya-Jacqueline Garbu

Welcome to our Autumn 2026 Plymspirational Feature, where we are shining a spotlight on inspirational teenager, Maya-Jacqueline Garbu.

Earlier this year, Maya-Jacqueline won the Young Neighbourhood Hero Award, sponsored by PCH at the 2026 Plymouth Youth Awards, organised by YMCA Plymouth.

Maya-Jacqueline impressed the judges with her dedication to supporting other young people through educational art holiday clubs and tutoring initiatives. Her commitment to helping others, ambition and community spirit make her a worthy winner.

During the awards process, PCH learned about Maya-Jacqueline's plans to take part in a month-long volunteering placement in Malaysia. Having already worked hard to raise much of the funding herself, she was still seeking support to reach her target. PCH were extremely impressed by her determination, compassion and commitment to helping others and agreed to fund the remainder to make the trip possible.

Maya-Jacqueline returned from her trip in August 2026 and shared her experience with us.

"My trip to Malaysia, Borneo has been an experience I will carry with me for the rest of my life. Although, I have been incredibly lucky to see some of the most beautiful places and incredible wildlife, the biggest reason I wanted to take part was to give back to communities that genuinely need support.

"I don't think I would be the same person I am today without the experiences I have had..."

"Working alongside local people, we helped with projects aimed at improving and regenerating their village, including creating drainage systems, making and improving paths, building toilets and helping with the construction of a village house that could be used as a space for community meetings, as well as much more.

"I got stuck into the practical side of the work, from mixing cement and bricklaying to plastering and carpentry. It was hard work, especially in the heat, but seeing everything slowly come together and knowing that local people would continue to use what we had helped build made it so rewarding.

"Our work wasn't just about helping the community, but also about looking after the incredible environment around them. In the rainforest, I helped clear invasive vegetation, and we planted 148 young trees to support the regeneration of the rainforest and create healthier habitats for wildlife.

"As a group, we also collected 12kg of rubbish, helping to keep the area cleaner and protect the animals living there. Being able to leave behind something positive for both the people and the environment is something I'll always be really proud of.

"What has made me happiest throughout this experience is knowing that I have been able to give something back. Seeing the progress we made and knowing that the things we worked on could make everyday life a little easier for people in the community is something that I will never forget.

"This trip has taught me that giving your time, effort and energy to help others can be one of the most meaningful things you can do, and this is only the beginning of the work I hope to continue doing for communities in need."

What would you say to other young people who are inspired by your story?

"At first, it can be difficult to take that first step, especially when you have doubts or aren't sure what to expect. I would say to not overthink it. If there is something you want to do, just go for it. It won't always be easy, but when you look back and see what your time and effort has achieved, that feeling is something you won't forget.

"I don't think I would be the same person I am today without the experiences I have had, which have taught me so much, not only about helping others but also about myself, and if I had the opportunity, I would 100% do it again.

"It has been such an important part of who I am becoming, and I would encourage anyone else to take that first step too. I encourage more young people to take part and improve our communities for the better alongside personal development."

And finally, we think you're very inspiring, but who inspires you?

"The person who has inspired me the most is my mum. She has always pushed me to get involved and take opportunities, even at times when I didn't want to or felt unsure. She taught me that sometimes the things we are most hesitant about can become the experiences that shape us the most. Looking back at everything I have done, I am so grateful that she encouraged me to take that first step it has helped me become more confident, responsible and understanding, and has shown me how much I genuinely love helping others. I hope I can continue making her proud while using everything I have learnt to make a difference to other people too."

Barry raises money for Derriford Hospital Children's Ward

This summer, Barry Matthews, from Ron King House, organised a tabletop sale featuring a variety of items, including toys and clothing.

Barry's family previously received support from Derriford Children's Ward so he was keen to give something back.

Thanks to his efforts, he raised an impressive £800 for Plymouth Hospitals Charity.

Barry said: "It was brilliant, and I'm really happy with how much we raised."

Aisha, Housing with Support Officer, added: "We're so glad that Barry's tabletop sale was such a success and that he raised a huge amount of money for a charity close to his heart. Well done Barry!"

A fantastic achievement and a wonderful example of community spirit.

Please let us know about your fundraising efforts by emailing us at **news@plymouthcommunityhomes.co.uk.**

Communities and Partnerships Update

What we're doing in our communities, who we've helped already and what comes next.

Since April 2026, our Communities & Partnerships team has been supporting residents, community groups and local partners across Plymouth to help build stronger neighbourhoods, improve wellbeing and make it easier for people to access the support they need.

To find out more about how our Communities and Partnerships team may be able to help you or to get involved, please contact them via email at **communitypartnerships@pch.co.uk** or call us on **0808 230 6500.**

What we've been up to in 2026 so far

- Supported 24 community projects across the city, including six new initiatives.
- Awarded 20 community grants, providing £5,827 to support local activities, community groups and organisations.
- Supported 44 residents through our Wellbeing Officer service, helping people improve their health, wellbeing and independence.
- Helped 96 residents remain independent through home assessments, equipment, minor adaptations and referrals to specialist support services.
- Delivered a number of family events at The Beacon.
- Worked with partners to deliver community activities, events and outreach programmes that bring people together and strengthen local connections.

The feedback we've gathered at our community activities, events and outreach programmes will help shape our new Community Investment Plan and ensure future support is focused on what residents tell us make the biggest difference.

What will the team be focusing on next?

Developing a new Community Investment Plan

Using resident feedback, local insight and evidence of what works to shape future investment in communities.

Improving social value opportunities

Working with contractors and partners to create more benefits for residents, including skills, training, employment opportunities and community projects.

Delivering a refreshed Resident Learning Offer

We're reviewing our existing Learn for Free offer to be able to offer more free courses, workshops and one-to-one support to help residents develop skills, confidence and pathways into training or work. We're currently gathering the feedback received as part of our resident consultation and an update will be provided in our Winter edition of InTouch.

Strengthening local partnerships

Continuing to work closely with health services, wellbeing hubs, voluntary organisations and community groups to make support easier to access.

Supporting wellbeing in neighbourhoods

Bringing together housing, health, learning and community services so support feels local, connected and relevant.

Everything we do will continue to be shaped by resident feedback and partnership working. Our aim is simple: to help residents live well in their homes and communities, with the right support available at the right time.

Helping families thrive this summer through Fit & Fed and Grow Share Cook

Our Communities and Partnerships team has been working closely with Plymouth City Council's Public Health team to support families across Plymouth during the summer holidays.

Through this joint initiative, the team attended a number of Fit & Fed events, including two sessions at Central Park, as well as events at Ernesettle Green and Tothill Park.

The events brought together organisations from across the city to offer a wide range of free activities for families and young people.

Lowenna, a PCH resident, said: "There's so much for the children to do, and it's a great opportunity for families to spend time together outside the house. The bouncy castle was definitely a highlight for the children."

A key feature was the joint-funded Grow Share Cook programme, delivered by Tamar Grow Local and supported by Plymouth City Council and PCH. Through the programme, families were able to watch cooking demonstrations, sample healthy, locally grown food and take home a free recipe book.

Families eligible for free school meals were also encouraged to sign up for free vegetable bags throughout the summer, with fresh produce distributed at the events. This initiative was introduced in response to changes in the support available during the summer break. The initiative saw strong demand, highlighting the continued need for practical support as many households face ongoing cost of living pressures.

Rachael Fox, Communities and Partnerships Manager at PCH, said: "Being part of events like this is especially rewarding because it brings local organisations together. It's been great to attend the Fit & Fed events and help extend the support offered through Grow Share Cook. It has also provided a valuable opportunity to talk to people about the other ways Plymouth Community Homes can support them."

Supporting the health, wellbeing and financial resilience of our residents remains a priority for PCH, and we will continue working with local partners to strengthen our communities in the future.

GROW SHARE COOK

A member of Tamar Grow Local, added: "Joining the Fit and Fed Events enabled us to share recipes from the Grow Share Cook book - Seasonal Vegetable Cooking from Scratch.

"We encouraged children and adults to embrace their curiosity and try something new. We loved seeing joyful faces discovering a new eating experience. We were thrilled to see people both young and older coming back to visit us at each event and encouraging friends or family to join them in tasting our veg based recipes. We were glad to be a part of a project that enabled us to give access for all to nutritious food."

Building a Better Repairs Service

An update from Michelle Dawson, Executive Director of Homes & Communities

A good repairs service matters. When something goes wrong in your home, you want it put right quickly, kept informed about what's happening, and confidence that the repair has been completed properly.

Last year, residents told us they wanted better communication, fewer repeat visits and quicker resolution of repairs. We also heard concerns about jobs taking longer than expected to complete, particularly when several visits were needed.

In response, we introduced an enhanced repairs scheduling system in March 2026. The aim was to help us plan repairs more effectively, make better use of appointments and ensure our teams had the information they needed before visiting your home.

While the system was introduced to support better planning, we know some residents have continued to experience delays and frustration when repairs haven't gone as smoothly as they should. We recognise there is still more to do.

That's why we launched our Better Repairs Programme in July 2026. Improving repairs has been identified as PCH's number one organisational priority, and teams from across the organisation are working together to understand what's causing delays, track how changes are affecting residents and identify where further improvements are needed. This includes listening to colleagues who deliver repairs every day, reviewing performance information and taking action where things aren't working as well as they should.

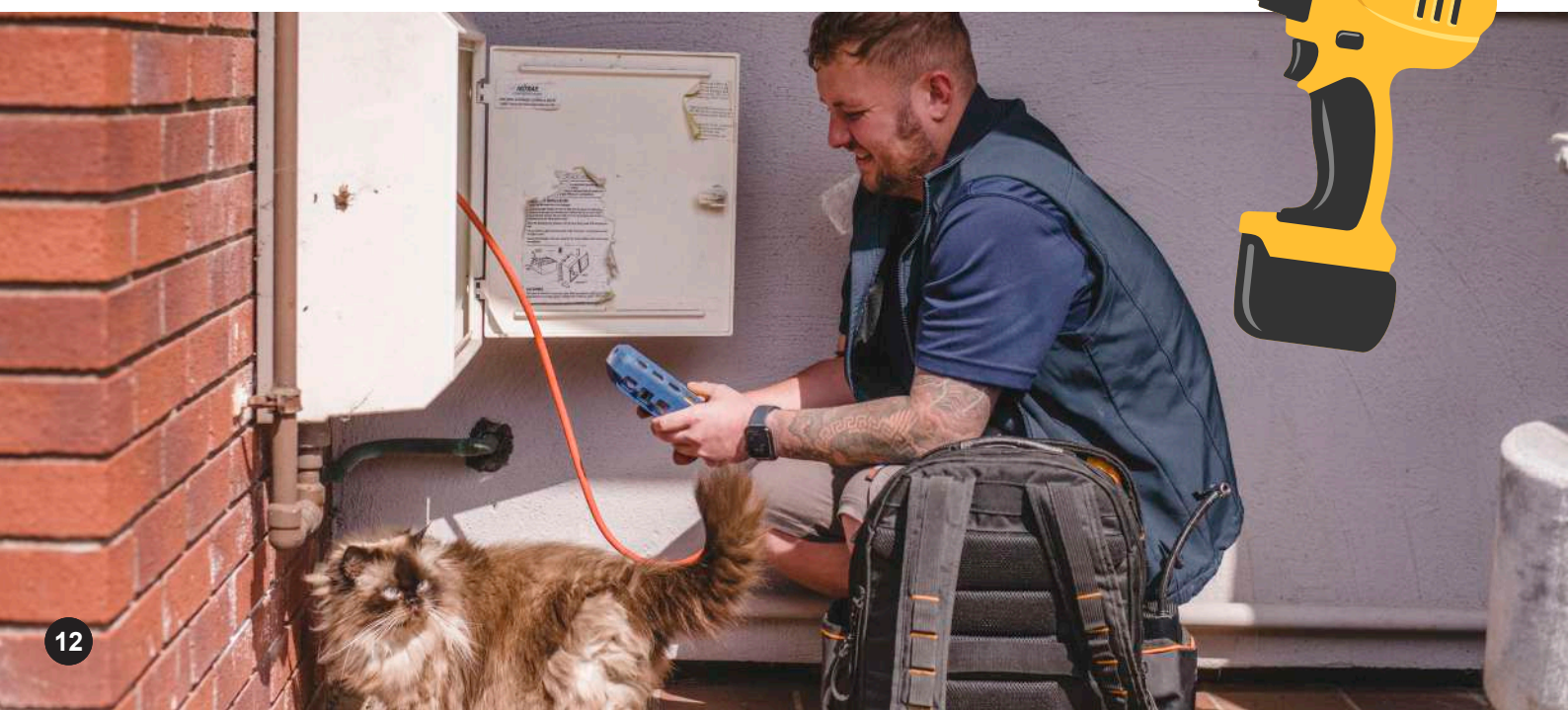
The focus is simple: making repairs easier, faster and more reliable for residents. We're working to reduce the number of outstanding repairs, improve the way repairs are coordinated and make sure jobs progress more smoothly from start to finish.

The improvements we're working towards include:

- Clearer communication about repairs and appointments
- Quicker resolution of outstanding repairs
- Fewer repeat visits wherever possible
- Greater ownership of repairs from start to finish
- Better quality checks on completed work
- A more consistent service experience The Better Repairs Programme supports our new 10-year Strategic Business Plan, which focuses on our commitment to providing excellent services and well-maintained homes.

Work is under way, and we know improvement doesn't happen overnight. We'll continue to measure how we're doing through Tenant Satisfaction Measures, repair performance data, complaints, compliments and resident feedback. This will help us understand whether the changes we're making are making a real difference to residents' experience of the repairs service, and where we need to focus next.

Thank you to everyone who has shared their experiences with us. Your feedback is helping shape a better repairs service, and we'll continue to keep you updated on the progress we're making.



Tenant Satisfaction Measures 2025/26

82%
of residents satisfied with PCH as their landlord

This summer, we shared our Tenant Satisfaction Measures (TSMs) for 2025/26.

These measures were introduced by the Regulator of Social Housing and include 22 ways to assess the quality of services we provide to residents.

The TSMs help Plymouth Community Homes (PCH) to:

- Understand residents and their experiences
- See where we are doing well
- Identify where we need to improve

We use these results alongside performance data to decide where change is needed, take action, and track our progress. The Customer Focus Committee reviews this regularly to ensure improvements continue and remain focused on what matters most to residents.

Telephone surveys were conducted with over 1,000 participants from various demographics between 7 June 2026 and 3 March 2026. To ensure the survey was representative of all tenants, we:

- Completed representative checks
- Worked with Acuity Research & Practice Ltd, an accredited organisation providing research services in the social housing sector

In September, we published our Annual Complaints Report, which sets out our complaints performance, what we've learned from complaints and the improvements we're making. This can be found on our website and we'll be sharing more details about this in our next edition of InTouch.

So, how did we perform?

Overall satisfaction remains high, but the results also show areas where residents want us to do better. We're using the TSM results alongside complaints, performance information and resident feedback to focus improvement on the areas that matter most to residents.

We publish our TSMs quarterly on our website so residents can hold us to account. To read the full Tenant Satisfaction Measures report, scan the QR code or visit **www.bit.ly/PCHTSM2**

View the full report

SO Living News

SO Living Celebrates 500 Shared Ownership Home Sales

More than 500 individuals and families across Devon and Cornwall have achieved home ownership through SO Living, helping local people get on the property ladder.

The landmark 500th sale was achieved at Filham Chase in Ivybridge (Phase 2b) in March 2026. As of August 2026, SO Living, PCH's shared ownership brand, sold 532 homes across 36 developments , including 328 in Plymouth, 106 in Cornwall, 83 in the South Hams,14 in West Devon and 1 in Teignbridge.

We're now on Instagram!

Follow us for all our behind-the-scenes content on our developments, living local, new homes, and everything shared ownership.

Reserve your shared ownership home for free

We're excited to announce that we now offer free reservations on our shared ownership homes. We decided to remove the £500 reservation fee to make it easier for our shared owners to reserve their dream home and make their next step in their home buying journey.

Visit our website to view our available homes and take the next step.

Have you thought about staircasing?

Buying more shares in your home (also known as staircasing) has many advantages, including paying less rent, benefiting from house price increases, having more choice over mortgages and the freedom to sell on the open market.

There are two types of staircasing, interim and final.

Interim staircasing means you buy more shares in your home, but you don't purchase all remaining shares. That means you will still be a shared owner afterwards. Your rent would decrease when you buy more shares. More recently 1% staircasing has been introduced. It is still classed as Interim Staircasing but is only available if you have purchased your home through the New Model Shared Ownership Lease.

Final staircasing means you purchase all the remaining shares, and you are no longer a shared owner. You will no longer need to pay rent, but you may still need to pay a service charge. If your property is a flat, you will still be a leaseholder as PCH will own the building.

Normally you can staircase at any time, but it does depend on your lease and any restrictions set out by the local authority's planning conditions, also known as a Section 106. We will have advised you about any restrictions on staircasing when you first purchased the home, but they can also be detailed in your shared ownership lease.

Read full story

Housing with Support Spotlight

Did you know that PCH owns and manages 11 Housing with Support schemes across Plymouth? These schemes are specially designed for people aged 55 and over who have a need for accommodation with additional support.

Our Housing with Support schemes provide residents with a supportive and comfortable environment, helping them to live independently in their own homes for longer.

Each scheme consists of a cluster of bungalows or self-contained flats, with every home fitted with an alarm system so residents can summon help 24 hours a day, 7 days a week.

Housing with Support Officers are available during working hours to provide light-touch support, manage communal areas and facilities, and help ensure that buildings remain safe and well looked after.

Evelyn is a Housing with Support Officer at PCH, who is now working at a scheme in Plymouth city centre. Evelyn joined PCH in 2024 and has enjoyed getting to know residents and supporting communities at several schemes across the city.

Evelyn said: "At the heart of everything we do is helping our residents live independently with confidence and comfort. Being able to provide support, reassurance and practical guidance to residents is incredibly rewarding, and seeing the difference that it can make to their wellbeing, safety and happiness is what makes our role so important."

We also spoke to Debbie, a PCH resident who is supported by Evelyn at one of our Housing with Support schemes in Plympton.

Debbie said: "After suffering from a stroke last year, I knew it was time to try and move from my flat in Devonport, to a home with level access and outside space for a fresh start.

"I started to apply for homes across Plymouth and slightly further afield, but I kept getting outbid. When I was successful for this bungalow, it made me realise that the previous setbacks were for a reason, and what's for you won't pass you by.

"Evelyn was there for me from day one and has always been extremely welcoming and helpful. I immediately felt part of a very friendly community and just knew that this was meant to be my forever home. I didn't know that living in a Housing with Support scheme came with this service and support, but having someone there is great and I feel so lucky.

"Living here has already helped my mental being and I feel extremely blessed to be living in my new home."

To apply for a Housing with Support home, visit Devon Home Choice or contact them on 01752 305496.

To speak to someone in our Housing with Support team, email us on **Housing.withsupport@plymouthcommunityhomes.co.uk** or call us on **0808 230 6500.**

Community spirit shines at George Street Fun Day

Residents and local community members rolled up their sleeves at the end of August at the George Street Fun Day, bringing people together to improve the outdoor green space and get creative with craft activities.

The fun day was organised by PCH and Green Communities, a Plymouth City Council led project working in partnership with National Trust, connecting people and wildlife in Devonport, Central Park, Keyham and the West of the City.

A great deal of fun was had by all involved, with young residents getting stuck in planting bulbs in the newly built planters and raking fallen leaves with the Green Communities team and National Trust Rangers. Ryan Huws and Hayley Kemp, Communities Workers at PCH also took time to meet with residents, host craft activities and clean up two existing benches to give them a new lease of life. The National Trust Rangers from Saltram were also invited to help out and also created a new bench out of a tree stump, creating a new seating area for its residents.

Crystal, a local resident who joined the fun day with her son, said: "When I first heard about the Fun Day and plans to improve the outside space at George Street I thought it was a great idea. We had a great morning and we're really glad to see the difference it's already making."

The changes came following feedback from George Street residents earlier this year, where the team found out their ideas and worked with them to collaborate on improvements.

Ryan Huws, Communities Worker at PCH, said: "Residents at George Street Flats appreciated all the effort made for the gardening fun day in August. The weather was perfect and a good crowd gathered to enjoy the space."

Laura Bell-Hodges, Green Communities Urban Ranger, said: "Green Communities and Plymouth Community Homes teamed up with local residents to transform an underused space into a vibrant community garden for everyone to enjoy.

"It was a fantastic day filled with planting colourful pollinator-friendly flowers and edible plants, building a bug hotel, creating a wind chime sign, and unveiling a unique carved seating area made by National Trust Rangers from the trunk of the tree that once stood in the space. The garden is already becoming a place for people to connect with nature and one another, with Green Communities continuing to support residents through a new community gardening group."

The community event was the first to benefit from the donation of compost / soil improver received from Coastal Recycling, as part of an ongoing partnership to support environmental initiatives and community projects throughout the city.

If you have a suggestion for improvements to your communal outside space and to find out if we can help, contact our Communities and Partnerships team on **0808 230 6500** or **communitiesteam@plymouthcommunityhomes.co.uk.**

Social Tenants Access to Information Requirements (STAIRs)

STAIRs is a new regulatory standard designed to make it easier for residents living in social housing to access information about the management and services of their housing provider.

The aim of STAIRs is to improve transparency between residents and social housing providers by making this key information more accessible. The publication scheme is the first part of this regulatory standard and requires housing providers to publish certain information by 1 October 2026, which is now live. This includes details about how we are run, how we spend money, how our homes are managed and how we are performing.

Much of the information required under STAIRs is already available on our website. To make it easier to find, we've brought it together in one place on our dedicated STAIRs webpage.

This information includes:

- **Who we are and what we do:** Find out more about us, how we are run and what we do. Residents can find out about our executive and senior management team, as well as our board members and committees. Read our Customer Complaints and Comments Policy and our complaints process guide, find out how residents are involved in the decision-making process, how their feedback informs what we do, and how to stay informed with updates, news stories and development plans.
- **Our spending:** How we use our income to manage, maintain and improve homes and services for residents. Read our latest Annual Financial Statements and Development Expenditure Reports, our Value for Money Strategy and find out how our rent and service charges are calculated.
- **How we manage our homes:** Our plans for homes and neighbourhoods, repairs and maintenance, improvement to homes and our progress towards net zero. Take a look at our Environmental, Social and Governance (ESG) Reports, major works investment programme, Asset Management Strategy and Neighbourhood Plans, which explain the key issues affecting different areas and the actions we're taking to make it a better place to live.
- **How we're performing:** Our performance, service standards, resident satisfaction, complaints performance and how we're improving our services. Read our annual Tenant Satisfaction Measures (TSM) reports, the Regulator of Social Housing's full reports to learn more about our regulatory ratings, our performance reports and Service Standards which set out what you can expect from us when we deliver services to residents.
- **Services and support for residents:** The services residents can access, as well as the advice, guidance and support available. Find out how to report a repair and everything you need to know to help manage your home and tenancy, including staying safe in your home and community.
- **Safety and compliance records:** The safety records, inspections and registers we maintain to help manage and keep our homes safe. Read our quarterly performance reports, our annual TSM report and how to stay safe in your home following our advice and tips on fire safety, building safety, asbestos, gas safety, legionella and pests.
- **Our policies:** Find our policies on the downloads section of our website. Policies that residents may find particularly useful include our Awaab's Law Damp, Mould and Condensation Policy, Anti-social Behaviour Policy and Domestic Abuse Policy.

We're committed to being open and transparent about how we work, the decisions we make and the services we provide. The introduction of STAIRs is an important step in making information more accessible and helping residents stay informed.

From April 2027, tenants (including shared owners who own less than 100% equity in their property) and their nominated representatives will have the right to request information under STAIRs. We'll provide details on the request process before the rights come into effect.

To learn more, residents can visit our STAIRs webpage and read our Resident's Guide to STAIRs. If you require support accessing or understanding the information published in this publication scheme, if you have any suggestions, feedback or complaints or want to speak to a member of the team to find out more, please contact us at **governance@plymouthcommunityhomes.co.uk** or visit **www.bit.ly/PCHstairs**

Find out more

AGM marks year of growth and investment

Residents, shareholders and Board Members gathered for PCH's Annual General Meeting (AGM) to reflect on a year of significant progress and look ahead to an ambitious future, including plans to invest £1.2 billion in homes, communities and services over the next decade.

The meeting provided an opportunity to review PCH's performance over the past year, celebrate key achievements and discuss plans for continued investment across Plymouth and the wider South West.

Presentations highlighted the organisation's strong performance in a challenging operating environment, alongside major recent milestones including securing £250 million of Strategic Partner funding from Homes England and the launch of PCH's new 10-Year Business Plan.

Residents heard how the Homes England funding will support the delivery of 1,500 affordable homes across Devon and Cornwall over the next decade, helping tackle housing need and unlock regeneration opportunities across the region.
The meeting also highlighted PCH's ambitions to invest £1.2 billion in homes, services and communities, improve existing homes, deliver new affordable housing and strengthen support for residents.

A key theme throughout the AGM was resident engagement and the importance of ensuring residents have a meaningful voice in shaping services. Attendees heard how resident feedback continues to strongly influence decision-making across the organisation, including improvements to services and changes to the way void properties are inspected before being re-let.

PCH also outlined plans to further strengthen resident involvement in the years ahead, including increasing engagement with leaseholders and continuing to develop opportunities for residents to help shape services.

Shareholders also formally approved the organisation's annual accounts and received updates on governance matters, including progress on PCH's brand review.

The AGM marked the end of Valerie Lee's term as Chair of the Board. Shareholders and attendees thanked her for her contribution and leadership during her time with the organisation.

A new Chair, Mike Kirk, has now taken up the role, with further information about his appointment and background to be shared separately.

Something spooky is coming to The Beacon

Gather your little ghouls and join us for some spooky family fun

Raffle • Biscuit decorating
Fancy dress competition
Children's crafts • Hot dogs
Spooky Halloween Trail

Friday 30th October 3pm - 5pm The Beacon

Spaces are limited. Grab your free tickets now!

Investing in your home – October 2026

To ensure everyone has a high-quality affordable home, it's vital we look after the places we already own and invest in our communities to keep our homes safe, comfortable, warm and dry.

In this update, we're putting a spotlight on a planned maintenance programme at 51A-61M High Street in Stonehouse.

The work has been completed by one of our contractors, Mitie, and included the painting of the internal stairwells, external wash-down and redecoration, gutter clearance, and general repairs to the buildings.

Three design options were identified and given to residents in this block to make sure the chosen option reflects what residents want and supports a neighbourhood they can feel proud of.

Each design option offered different approaches to colour and finish, ranging from more traditional through to more contemporary styles, with an aim to provide a choice that reflects different preferences, while ensuring all options deliver a high-quality, long-lasting finish that improves the overall appearance of the buildings.

Residents selected the contemporary option which used a coordinated colour palette to enhance the building while maintaining a consistent overall look.

We're delighted that the feedback that we have received from our residents has been positive.

Our residents said:

"I am very happy with the work that has been carried out. The block is looking good."

"The block looks so much better and brighter, and I am very pleased with the completed work."

"The operatives carrying out the work were hardworking, and the block is now looking great!"

"The block looks fantastic and I am very happy with the overall result."

Sign up to MyPCH

MyPCH

Download on the App Store

GET IT ON Google Play

Visit **mypch.plymouthcommunityhomes.co.uk**
or download the new MyPCH app.

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 one of our publications, we'd love to hear it.

Email news@plymouthcommunityhomes.co.uk

Plymouth Community Homes

Plumer House, Tailyour Road, Crownhill, Plymouth, PL6 5DH

www.plymouthcommunityhomes.co.uk

0808 230 6500

Find us on

Scan to visit our website

Did you know you can recycle me?