

# ANNUAL REPORT

2023 - 2024



# Introduction

This year, we've focused our Annual Report for 2023/2024 around some of the new Tenant Satisfaction Measures (TSMs), which were introduced to provide a rounded view of how well social landlords were performing.

There are 22 measures which monitor and report on both performance and customer perception, and are designed to better hold social housing landlords to account.

We are committed to delivering excellent services for our residents, and we were delighted to score in the top 25% of all housing landlords in the country for overall customer satisfaction in the first round of TSMs.

However, we recognise there is more to do and we are working hard to improve key areas of focus from resident feedback and where we want to improve.

We're also working on an initial top 5 priorities to focus on addressing from the objectives within our 5-year Strategic Business Plan. These aim to address key and pressing issues about improving our services, meeting targets and engaging with our customers.

Here's a summary of what we've achieved in the last 12 months – and what we're working towards.

## Your Home

As well as achieving an overall resident satisfaction score of 85%, we scored well for compliance measures, and our TSMs found that:



**84%**

of residents were satisfied their home was well maintained



**97.92%**

of homes meet the Decent Homes Standard



**100%**

of fire risk assessments were completed on time

We're committed to making sure our residents live in safe environments, and feel safe in their homes. This year, we have:



Invested **£4.5m** on improvements to our residents homes



Spent **£12m** on general repairs



Funded **£3.5m** of planned maintenance works

We invested £1.22m on tackling damp and mould, and created a new triage system to speed up reporting and support our most vulnerable residents, using the results of a scrutiny review carried out by residents to help shape our response to damp and mould cases.

We carried out 93% of all damp and mould inspections within 14 days, and responded in 7 days for vulnerable residents.

Energy upgrades to our homes continued and we replaced 110 roofs costing £1.16m.



# Repairs

Our TSM for overall resident satisfaction with repairs was 86%, with 83% of residents being satisfied with the time it took to complete a repair.

We saw a significant increase in demand for repairs over the year and also treating damp & mould with the focus of a new dedicated team, mirroring a trend across Housing Associations across the country. We are pleased with resident feedback, however more to do to achieve our own speed of response targets as we know how important the repair service is to residents.

We carried out 74,000 repair jobs, and 88% were delivered on time – with:



**80.75%** of non-emergency repairs delivered against our target timescales



**93%** of emergency repairs delivered against our target timescales

As a result, our responsive repair costs to our homes in 2023/2024 increased by £0.9m compared to 2022/2023.

Our repair spend for the year was £17.5m against a budget of £16.2m.

## Value for money

We were delighted to retain our A+ credit rating and see our credit outlook upgraded to 'positive', recognising the financial strength of PCH.

We retained our V2 rating for financial viability and our G1 rating for governance meaning PCH is a well-regarded and well-regulated social housing landlord and an attractive option for investors.

Our rents increased by 7% in line with Government guidance for rent setting but we're proud to have social rents which are the third lowest in the country.

**A+**

**Credit Rating**

**G1**

**Governance**

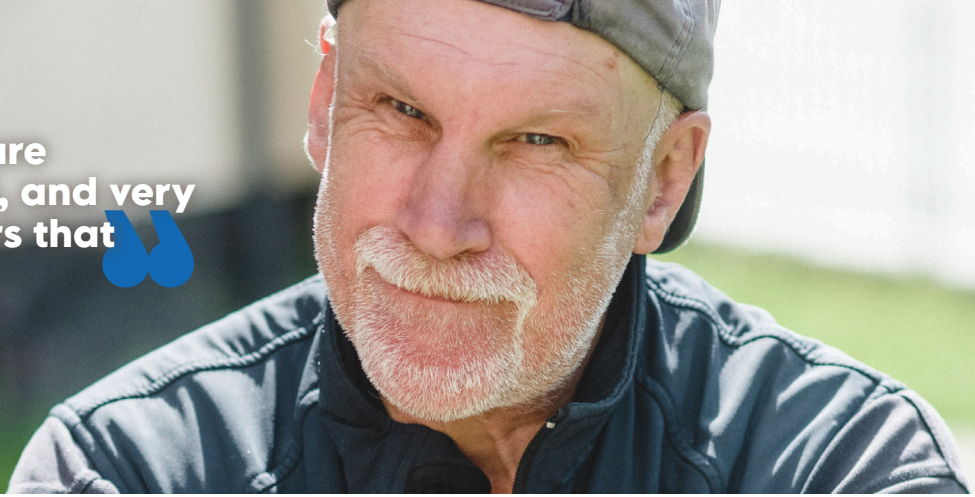
**V2**

**Viability**



“I think that PCH staff are amazing; they’re kind, and very efficient on any repairs that need doing.”

Heather, PCH resident



## New Homes

This year, we invested £43m on building new homes, to provide much needed affordable homes in the South-West

We delivered 219 affordable homes which will provide up to 762 people with a secure, high quality place to live, and able to put roots down in the community

This involved a mix of 133 new homes being built, and 86 former MoD homes being acquired at the Hillcrest estate in Plymouth.

Affordable homes were secured at locations in Plymouth as well as in the surrounding areas in Bodmin, Liskeard, Saltash, Ivybridge and Salcombe.

We now have 14,633 rented homes - 1.2% more than last year.

We sold 34 homes for shared ownership to help people get onto the housing ladder.

PCH bought land in Southway where we’re intending to create a new community of entirely affordable housing with 125 affordable homes built.

Plans were approved by the local authority for our planned £33.5m scheme at Bath Street, an eco-friendly community in the heart of the city centre providing 136 new homes.

And we announced our plans to regenerate a sheltered housing complex in Brake Farm to replace cramped, dated buildings with 73 modern, accessible homes for older people.

We also worked towards concluding the final phase of the major, 12-year regeneration of North Prospect, which completes this year having delivered more than 1,100 new homes.

## Complaints

We welcome complaints as it helps us to put things right where we need to and to improve our services.

In the 2023/2024 year, we:



Received **30** stage one complaints for every 1,000 homes



Responded to **98%** of them within the timescales set by the Housing Ombudsman for Complaint Handling



Responded to **100%** of stage 2 complaints within the timescales

The Tenant Satisfaction Measures found 40% of residents were satisfied with how their complaint was handled so we have some work to do to address how well we manage complaints and improve resident satisfaction.

This is now a target priority for the year ahead.

We’ve also brought in new policies and reporting measures as we work to comply with the Housing Ombudsman Service Complaint Handling Code, producing a new annual complaints performance and service improvement report, and regular self-assessments to show that we’re meeting the code requirements.

This includes demonstrating how we’ve made improvements and lessons learned through the complaints we have received, and reporting that back to our residents.



# Your Community

We have a vision to provide homes and communities where people want to live.

The TSMs found that:



**77%** of residents were satisfied that PCH as their landlord makes a positive contribution to the neighbourhood



**72%** felt communal areas were clean and well maintained



**68%** of residents were satisfied with our approach to ASB

We recorded 43 cases of ASB for every 1,000 homes we manage, and we are fully committed to resolving problems of anti-social behaviour with the help of our residents. This is a priority focus area this year.

We've worked to improve services for our residents and make them easier to access, digitising some services to reduce waste and launching a brand new resident portal with an accompanying app so residents can manage their tenancies online if they would prefer to do so.

## Your wellbeing

We continued to support residents and help improve outcomes for many people in the community.

Through our Health and Housing Partnership with Livewell, we launched a Digital Inclusion Scheme to help more residents get online and access technology, and worked on other projects to improve health outcomes for our residents.

We also:

- Invested £761K in our communities
- Supported 530 people through our Financial Support Fund
- Helped residents to claim more than £469K of benefits they were entitled to
- Supported local charities including foodbanks with donations of more than £13,000
- Held three Toy Fairs and gave away free, refurbished and restored toys which were cleaned and repaired through our ReUse Centre.

**“PCH are absolutely fab. Any other issues I've had big or small have always been done rather speedy and safely so I've no other complaints. PCH were amazing with a situation I had with an anti social neighbour.”**

*Sarah, a PCH resident*



# Getting involved

As part of helping to create positive and cohesive communities, we continued to support resident engagement and community benefit schemes.

This year, we:

- Delivered 72 resident learning courses which helped 226 residents to gain new skills
- Organised 108 community engagement projects
- Held 16 resident involvement consultations taking on board 4,800 responses for us to consider

The TSMs found that:



**87%**

of residents were satisfied PCH kept them informed about things that matter



**85%**

said PCH treats them with respect



**75%**

said PCH listens to their views and acts upon them

## You Said, We Did

As a result of our resident engagement work, we made a number of changes based on the feedback we received. For example:

### Damp and Mould

A Resident Review of our damp and mould services found residents were consistently frustrated with a lack of communication about what was happening with treating damp and mould in their homes, and residents with vulnerabilities weren't being prioritised, while other residents didn't know how to report issues.

In response, we created a new Damp and Disrepair Co-ordinator role to provide a single point of contact for staff and residents, and introduced broader reporting measures along with an improved process to prioritise work requests – and ensure vulnerable residents were seen more quickly.

### Rent statements

A consultation about how we share rent statements found a high percentage of residents wanted to look at their statements every month or every few months, and more than 75% would prefer to receive rent statements digitally, either by email or through the MyPCH portal.

In response, we digitised quarterly rent statements – with printed statements available on request – but kept them quarterly given that residents liked that frequency.

## Next steps

This year we have identified our top 5 priorities to focus on as we work towards delivering our Strategic Business Plan objectives, and our Mission to provide a high-quality affordable home for everyone.

We have a new Growth Strategy and ambitious development aims as we plan to create 1,500 new affordable homes by 2029 to help address the housing need locally.

We're working to do more to make sure all our homes meet the Decent Homes Standard, and ensure we achieve 100% scores in all the TSMs around compliance.

To support this we are embarking on stock condition surveys for all of our homes over the next two years, to ensure our investment is focused on the right priorities.

We're trying to improve the customer journey and create new and improved digital self-service options for residents

who want to use them.

We're preparing to launch new Service Standards for all our key services, to outline what residents can expect from us as their landlord and what we will do.

We're also focused on improving the customer perception measures in the TSMs of how well we handle anti-social behaviour, improve complaint handling and speed of repairs.

