RESIDENT INSIGHT

New Tenancy Management Policy



The PCH Thriving Neighbourhoods team have consolidated the Tenancy Management, Tenancy fraud, and Termination policies into one singular Tenancy Management Policy that now reflects current legislation, regulatory expectations, and operational practise. A consultation was carried out to gather experiences and opinions of residents from their time as a PCH resident, to support the implementation of the new policy.

How we listened

We contacted 9958 residents via email, 500 via post, and 510 residents via SMS to seek feedback on this consultation. We also consulted with our Resident Review team, and Resident Communications Advisors to discuss the new policy, and scrutinise the wording within.

What you said

Questions posed around vulnerabilities within the household has reinforced the requirement to work with residents on the completion of the Resident Support Needs form. The form supports us to understand how we can best support our residents and work with them during their tenancies. Inconsistent decision making was highlighted.

What we will be doing

At the start of 2026 a new structure in tenancy management was implemented and recruitment for this was completed in August. The service has removed a layered management approach and has implemented an approach of 4 Operational Managers who manage all Housing Officers, Assistant Housing Officers and Housing Assistants. This approach is driving greater consistency in service delivery and decision making.

We have increased the auditing and oversight of cases to ensure that staff are provided with suitable guidance and and support when working with residents. Communication has also been highlighted as a key factor when managing anti-social behaviour cases so we have ensured that we provided greater transparency on case outcomes and key decisions made so that residents have a greater understanding on the actions that have or have not been taken.

The new PCH Tenancy Management Policy has been updated to reflect the influence from residents, and was approved by the PCH Customer Focus Committee in May 2026.



You said, we did

You said: When reporting Anti-Social Behaviour, there was a perceived lack of action or slow response from Plymouth Community Homes, and a feeling of being ignored during the process.

We did: We are working with officers to ensure that we increase contact with residents during a case, complete risk assessments and where evidence has not permitted tenancy action, communicating this with an explanation as to why.

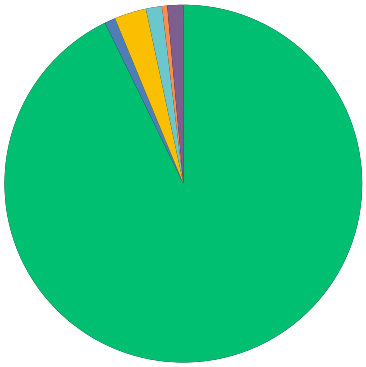
You said: Ongoing Anti-Social Behaviour cases were not fully resolved, and that perpetrators remain in place after complaints.

We did: We have increased Anti-Social Behaviour case audits to ensure all appropriate tools and powers are considered. Eviction is not always possible: it depends on the nature, level and impact of behaviour and the evidence available. We will work more closely with residents to explain these thresholds, the options available and their limitations.

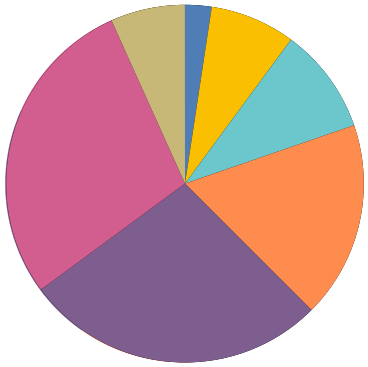
You said: As part of the approval of the new policy at the PCH Customer Focus Committee, the wording within the policy was deemed too technical and required some rewording.

We did: We sought feedback from the PCH Resident Communications Advisors, to give their feedback and suggestions on how this can be improved, and amendments were made to the policy.

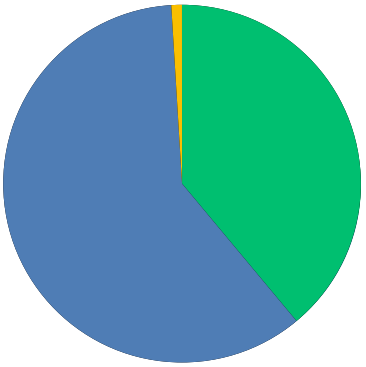
Resident profile



Tenant	193
Leaseholder	2
Shared Owner	6
Older Person Accommodation	3
Housing with Support	1
Other	3



Under 16	0
16 - 24	5
25 - 34	16
35 - 44	20
45 - 54	37
55 - 64	57
65 - 74	59
75 - 84	14
85 +	0
PNTS	0



Male	81
Female	125
PNTS	2
Other	0



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