

2019 ANNUAL REPORT



We are Plymouth Community Homes; we're the biggest landlord in Plymouth and are proud to look after over 14,000 rented homes, almost 1,500 leasehold flats and much more.

Our day-to-day activities all revolve around looking after our people, our pounds and our places because these are the things that are important to everyone.



People

When we say we look after our people, this means our residents, staff and our partners – they are at the heart of everything we do.

Last year we...



Helped 100 people move to smaller homes to reduce household running costs.



Worked with over 2,000 people who have moved over to Universal Credit.



Achieved Landlord Accreditation from TPAS, and were awarded beacon status for being resident focused.



Invested £266,000 on developing our staff through training opportunities and £77k on apprentices.








We launched New Home, New You initiative with partners across the city with the aim of supporting new tenants to make positive changes to their lifestyle when they move into their new home.

Pounds

Looking after our pounds means how we manage our finances and how we run our business as smoothly as possible so we don't waste money on things we don't need to do.

Last year we...

-  Spent £3,900 managing each of our homes, which is less than planned.
-  Achieved our lowest ever rent arrears level at just 1.16% outstanding from over £58million.
-  Were given the highest rating possible for financial viability from the Regulator of Social Housing – a first for PCH.
-  Brought almost £2million into the organisation through non-social housing activities, which was used to pay for services for residents and developing more homes.
-  Were successful in our application for an £11.8million Government grant to pay for the removal of cladding at the Mount Wise Towers.



Place

Looking after our Places means how we manage and improve the different buildings and areas we own, how we work within our local communities and how we do our bit for the environment.

Last year we...



Improved over 1,000 homes as part of a planned programme to upgrade kitchens, bathrooms, heating, windows as well as installing disabled adaptations.



Completed a major refurbishment of a large block of flats in Torridge Way, installed a full sprinkler system at the Mount Wise Towers and replaced the windows in nine blocks of flats at Kinnaird Crescent.



Spent £11.6 million on completing 46,378 responsive repairs during the year, and achieved a 96% satisfaction rating with our repairs service.



Built 216 new homes for social rent or shared ownership, and started to acquire new homes outside of the Plymouth boundary.



Sold 65 shared ownership homes, helping people to take the first step towards home ownership at an affordable cost.

