



RESIDENT INSIGHT

The standard of PCH Shared spaces



The 2024/25 Resident Review focussed on the standard of PCH shared spaces. A group of 11 residents undertook an extensive piece of work to scrutinise various areas of Plymouth Community Homes to understand the current standard of PCH's shared spaces. Shared spaces were defined as any communal space that PCH owns, that PCH residents have access to (this includes but isn't limited to: Green spaces, stairwells, balconies, community rooms, laundries Etc) The group identified both good practise as well as areas for improvement.

How we listened



The group undertook seven meetings, ten activities (such as meeting and shadowing staff), ran a resident and staff survey, and reviewed complaints information, strategies, Tenant Satisfaction Measures, articles, and consultation results to gather the information required for their final report.

What you said



The Review team found that whilst there were positive actions being taken by PCH such as projects to address fly-tipping, bodycam trials for PCH staff, and information provided to new PCH residents; numerous areas were identified for improvement.

These included:

- the use of more hard-wearing materials to reduce vandalism;
- simpler access to land ownership maps for staff and residents;
- staff to be more involved in consultation where projects impact their work;
- increased pre-tenancy education for residents;
- improved technology for Tenancy Management Staff;
- diversified involvement in the PCH service charge steering group;
- more information provided on Service Charges;
- priority repairs for communal spaces;
- updates to the PCH fly-tipping reporting page;
- updates needed for communal spaces aesthetics;
- and an increase of security lighting needed.

What we will be doing



Each of the areas identified for improvement (above), as well as the 5 main recommendations listed (to the right), are allocated to the relevant teams within PCH to take responsibility for, and report on their progress to the PCH Customer Focus Committee within 12 months. The progress of these will vary due to the scale and nature of the work required to action these improvements. We have already made progress in some areas and these are evidenced overleaf.

The five recommendations of the Resident Review report are:



Commissioned work to assess how land/buildings can be re-purposed

To understand if PCH can reduce maintenance time and cost through re-purposing of land.

Community Walkabouts

To improve residents attendance and opportunities for residents to engage with staff within the community.

Service Charge communication

To improve how Services Charges are communicated to PCH residents.

QR Codes

To explore how QR codes can provide more efficient access to information and opportunities to report problem issues.

CCTV

To increase accessibility of current CCTV provision, and explore options for increased CCTV at PCH sites.

You said, we did

You said: Updates were needed to the PCH website to enable the upload of larger files when reporting matters such as Fly-tipping.

We did: The PCH website has been updated from a file upload size of 3MB to 10MB, with information given on how to reduce file sizes if they are still too large to upload.

You said: The information given to residents in the annual Rent and Service Charge increase letter was excessive, and needed simplifying.

We did: The Communications team have used this feedback, as well as influence from the Rents consultation and PCH Resident communications advisors to amend the annual Rent and Service Charge increase letter in a way that is more resident-friendly.

You said: Work needed to be undertaken to improve the engagement with, and efficiency of Community Walkabouts.

We did: A review is now underway to understand where Community Walkabouts may be duplicating work carried out by other teams within PCH, and to understand all data related to Walkabouts. The focus from the review is to emerge with an adapted approach that both identifies issues that need resolving, as well as providing a meaningful method of engaging with residents. There has also been an increase in promotion via all communications channels - including website and social media with more regular posts, and featured in the winter edition of InTouch, as well as more scheduled for future editions.

You said: PCH needed to investigate the utilisation of QR codes to make reporting of issues simpler and more direct.

We did: PCH will be trialling this method for the reporting of fly tipping, with media and communications being distributed in February 2026. This will inform the future approach to this method, and will be rolled out on a wider scale once the data has been reviewed on how effective this has been.

You said: Work was required to explore CCTV options that can be permanently or temporarily installed at locations to combat Anti-social behaviour and increase security in areas of concern.

We did: PCH has successfully secured funding for the installation of CCTV at a number of sites across the city. PCH are now actively conducting meetings to focus on developing a wider approach to funding future CCTV deployments, including priority consideration for localities with current or recurring issues.

Profile

11 PCH tenants formed the Task and Finish group

7 female, 4 male

