



RESIDENT INSIGHT

Barbican Stairwell Cleaning

Following feedback from a number of residents in Castle Street and Lambhay Hill, residents indicated that they would be interested in Plymouth Community Homes providing regular cleaning to the stairwells of the blocks in these streets.



How we listened



All residents that would prospectively be impacted by any changes to service, were contacted using a combination of email, text, and postal survey for their feedback, based on what communication method was available for each resident.

What you said



66% of residents that live in the blocks at these addresses said that you clean the stairwells yourselves, whilst 63% of residents want to see a cleaning service introduced from PCH. Many of you told us that you take care of the

immediate area around your home, however beyond this it is not maintained and this approach isn't adopted by all residents within the blocks where you live.

What we will be doing



Following feedback from local residents, PCH will be exploring further conversations with local residents to ensure we are meeting the needs of this community.

Due to the percentage approval rate required to introduce a new chargeable service there has been a mixed response rate to add these services.

We will be adding this service to one block that has provided enough responses, however we will continue

to explore options with all residents in the community to support this to be a great place to live.

The latest PCH Resident Review focussed on 'The standard of PCH shared spaces', whereby the group has intensively looked at areas such as those in this survey. PCH will now be undertaking a series of works to improve shared spaces across the city as a result of this work.





You said, we did

You said: 66% of respondents to this consultation stated that you cleaned the communal stairwells yourselves

We did: We will work towards supporting residents to come together and take responsibility for their shared spaces collectively where appropriate.

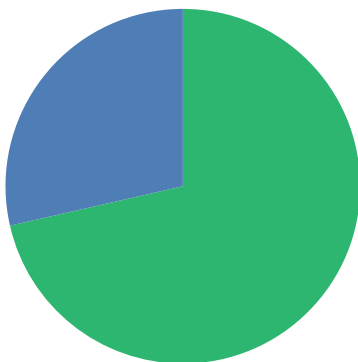
You said: 63% of respondents to this consultation stated that they would like stairwell cleaning to be introduced to their block.

We did: We will be introducing stairwell cleaning to the block that has provided enough responses for this service to be introduced. We will be pursuing further feedback for the remaining blocks to support the introduction of this service if desired.

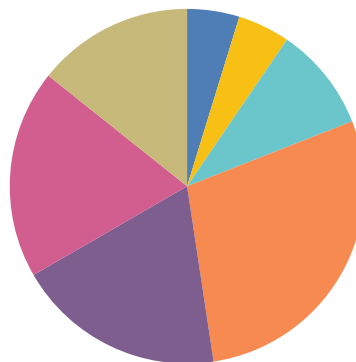
You said: Many residents stated they take responsibility for the areas immediately around their own property, however many residents do not which can make it difficult to maintain standards across the whole block

We did: We will continue to work closely with local residents to ensure that your buildings are well maintained and looked after. We will review the need/desire for the introduction of these services

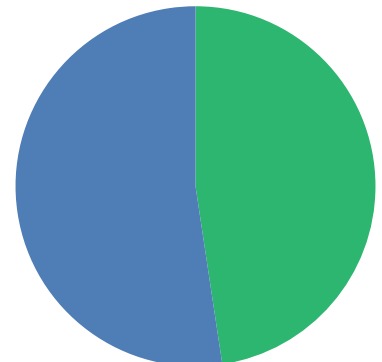
Resident profile



Tenant	15
Leaseholder	6
Shared Owner	0
Non-Tenant	0
Other	0



Under 16	0	55 - 64	4
16 - 24	1	65 - 74	4
25 - 34	1	75 - 84	3
35 - 44	2	85 +	0
45 - 54	6	PNTS	0



Male	10
Female	11
PNTS	0
Other	0

