

Rubbish & Recycling

There will be an increase in the amount of rubbish over the Christmas period along with later bin collection dates, due to the bank holidays, so please make use of all the available bins and avoid overfilling them.

The EMB maintenance staff will be working between Christmas and New Year putting out the bins for collection and picking up litter. Please do what you can to make their job a little easier by following the common sense advice below. If a bin is getting full, please consider walking a little further to find a bin which has enough space. If you can't close the bin lid, the seagulls will be able to rip open bin bags.

Please recycle as much of your rubbish as possible and remember to flatten packaging before disposal. Polystyrene is not recyclable and needs to go in the general waste bins. Please also make sure all recycled waste is loose (not in bin bags). Bulky waste such as household furniture or appliances can't be recycled in the bins. See the 'bulky waste' section below for details of how to arrange disposal of these items.

To avoid blocking up drains with turkey fat, please dispose of it in a sealed jar or other container and put it in the bin once it has cooled and gone solid. If you have a Christmas tree to dispose of in the new year, you can leave it by the general waste bins in January and the EMB will arrange to recycle it.

Please also make use of litter bins around the estate and remind children not to drop litter. The EMB clean the stairwells weekly, but it is everyone's responsibility to keep the estate tidy.

Bulky Waste

There has been an increase in bulky waste in the bulk bins. If the Council bin collection crew finds household items in the bins (such as TV's, microwaves or old toys), they won't empty the bin, putting it out of use until the bulky waste is removed. Please make sure large items are taken to the recycling centres at Weston Mill or Chelson Meadow or booked for collection by the city council bulky waste team. You can book a collection online at <https://www.plymouth.gov.uk/bulky-waste-collection#book-a-bulky-waste-collection> but remember that you may have to wait a few weeks before a collection date is available so try to plan ahead. If you need any help with booking a collection, please get in touch with the EMB using the contact details over the page.

Winter Newsletter

Pembroke

November 2025
estate management board Ltd

Major Works Update

With the building work now in full swing, we have an update from Craig who is Resident Liaison Officer with Build X

Firstly, thank-you for the warm welcome we have received on Pembroke St and surrounding areas. As you can see, we have the scaffold up at the bottom of Pembroke St and have started the works which include, a new roof, new windows, a rebuild of the balcony area with internal and external decoration of the building.



Closure of Balcony

Everyone should have received our welcome packs but if you would like another, please do not hesitate to ask. There is a breakdown of when the works will start on your blocks. More info follows over the page.



Major Works Update (continued)

Closer to the time, our team will be in contact with you to discuss the works in detail and look to see how we can support you whilst it is carried out.

You will receive a leaflet from ADS, our windows company to book in a survey to measure the window sizes and then we will arrange for a suitable time for the installation with you.

There is more detail we can go into regarding the works but if you have any questions, please feel free to contact Craig, Resident Liaison Officer on 07402289414 who will be happy to assist. In the meantime, below, you will see two written statements from tenants who have had works carried out.

I felt comfy in my own home. The guys are friendly; they are clean and tidy and didn't leave a mess. They made sure all my things were protected. I.E, sofa blinds, curtains and flooring. I am really happy with the work and the care they put in.

I expected there to be more dust and mess but I was surprised how clean it was. Craig reassured me from the start that everything would be handled carefully and neatly, he was absolutely right"



External completed window



Internal completed window.



"When the men came to do the prep work, they asked to remove things from window areas, curtains, and blinds. They did this with care and attention. Even though there were so many people in my house, I felt secure and safe. Any questions I had were answered quickly so I was informed. Extra care was taken on the balcony area to lift my carpet.



They made me aware about extra noise so I could move to another room. The BuildX workers were extremely nice and polite. I would be the 1st person to say if there were any issues and if I could have marked them 100 out of 10, I would have. I am extremely pleased with everyone at BuildX"



Annual General Meeting

The Annual General Meeting will be held on Tuesday 27th January 2024 at 1pm in the EMB Office. Further details will be circulated nearer the time.

This is an opportunity for residents to review the annual accounts, appoint the company accountant and vote for nominated residents to join the board. If you're unable to attend the meeting, you have the option to complete a proxy voting form.

Christmas Raffle



Raffle tickets are on sale at the EMB estate office. £1 per entry, cash only. This is to avoid having to pay card operator fees which would reduce the prize fund.

The draw will take place at 11am on Wednesday 17th December at midday in the community rooms opposite the estate office. Please make sure we have an up to date phone number for you, so that we can get in touch if you win a prize. We can store fresh meat and cheeses for a limited time, but need to make sure you receive them before the use by date.



Christmas Closure

The Estate office will close at 4pm on Tuesday 23rd December and re-open at 8am on Friday 2nd January at 8am. If you need to report an urgent repair over the Christmas shutdown period, please call PCH Repairs on 0808 230 6500.

For routine repairs, you can still call on 607277 and leave a voicemail message or email office@pembrokestreet.co.uk and we will respond when the office reopens.

The last youth club session will be on Tuesday 16th December and will reopen again on Tuesday 6th January.