



Contacting the EMB



You can stay in touch in a number of ways.....

The office phone number is 607277

You can Whatsapp or text on 07393135753.

You can email: office@pembrokestreet.co.uk.

For any out of hours emergencies that won't wait until the next working day, please call PCH on 0808 230 6500

Keeping Stairwells Clean & Clear

The EMB is responsible for working with residents to make sure stairwells are kept clean and well maintained. That includes regularly cleaning the stairs, windows and other surfaces. Part of the process also involves logging any items left in the stairwell such as bags of rubbish or any other items which may present a fire hazard or prevent safe exit in the event of a fire. Efforts are made to identify who the items belong to. It is becoming more common to find shoes being stored in the stairwell. To comply with the fire safety policy and to make the stairwell cleaning process easier for staff, please make sure you store shoes inside your flat.

Bags of rubbish can stain the floors and often smell. Please be considerate to your neighbours and the EMB maintenance team by not leaving rubbish outside your door, even for short periods. The new stairwell flooring has been installed in some of the blocks. If there is damage to flooring arising from a rubbish bag left in the stairwell, you could be held liable for the damage.

Finally, please try to make sure the stairwells are kept free of litter. Sometimes food waste and wrappers are discarded in some of the blocks, often just after the stairs have been cleaned. There is a noticeable increase during school holidays, suggesting children may be responsible for some of the litter. Please make sure your children and any of their friends dispose of rubbish in a bin. It's in everyone's interests to keep the estate looking clean and tidy and there are lots of bins around the estate.



Clowance Street Housing

The new one bedroom homes on Clowance Street are taking shape and are due to be completed in September. They will be managed and maintained by the Estate Management Board (EMB).



The EMB has been working with Plymouth Community Homes and Plymouth City Council to review and update the 'Local Lettings Plan' which sets out how all the homes managed by PEMB are allocated when they become vacant.

In keeping with the original aim of the community led housing development, three of the new Clowance street houses will be reserved for Pembroke Street residents who are eligible to downsize from a two bed flat. This will only apply on this occasion. If the houses are re-let in future, the standard Devon Home Choice rules will apply.



If you are interested in applying for one of these homes, you must be registered on Devon Home Choice. If more than three Pembroke Street residents apply for one of the houses, then the length of time applicants have been on the waiting list will be taken into account. For more information or assistance, please get in touch with the estate office using the contact details on the back of the newsletter.

Window Warranty

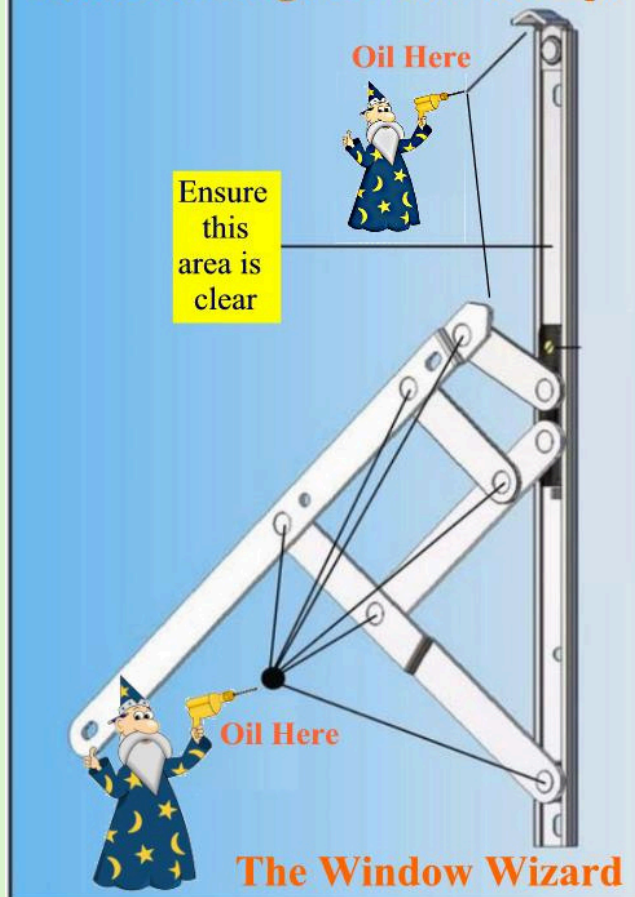
Many residents have now had their new windows installed. The feedback about both the quality of the windows and the installation process has been very good.

Please remember that you cannot drill into the UPVC frame when installing blinds or curtains as it will invalidate the warranty. Curtain rails and blind brackets need to be installed into the window recess as pictured on the right.

You can also fix into the ceiling or on the wall above the window. If you're not sure what to do, please ask for help.



Double Glazing Maintenance Tips



Your windows should last for many years if they are treated with care. The hinges need to be kept clean and lubricated. A wipe down to remove any dirt from the surface of the hinges and a light spray of silicone lubricant will ensure the windows continue to open and close smoothly. See the picture on the left. If you'd like to pick up a FREE can of silicone spray from the EMB, please get in touch.

If you haven't yet had your windows installed or you are a leaseholder considering paying for the window upgrade, there is a sample window in the estate office you can take a look at.

Home Deliveries

Ordering parcels online for home delivery is often really convenient. However, there have been complaints about some couriers. Issues include parcels being left in stairwells or outside the block, or couriers randomly buzzing any flat to gain access to the block.

Due to problems with cold callers and other unwelcome visitors, the EMB responded by arranging to switch off the 'trade' buttons on the intercom system. This is because couriers now arrive at all times of the day and night so the trade button no longer serves its original purpose. If you're expecting a parcel or food delivery, please make sure your intercom handset isn't set to 'privacy' mode. It also helps to make sure your delivery information includes an up to date phone number and email address in case the courier needs to contact you.

You do have the option of having your parcel delivered to the estate office Monday to Friday. Additionally, there is the option to have your parcel delivered to the 'In Post' locker outside the community meeting rooms. Some retailers offer the option to have parcels deliver to the locker, which you can then collect by entering a collection code.

The EMB is also looking at having a 'Parcel Pending' locker installed on the estate to increase the delivery options available. Parcel Pending work with a wide range of companies including the largest parcel couriers such as Royal Mail, Evri, UPS and DPD.

Please get in touch if you have any suggestions or feedback about how the EMB can work to improve the way parcels are delivered. The aim is to work with you to make the process as effective as possible.



Spring Planting Event

Everyone is welcome to join us for the annual Spring planting event. We'll be joined by children from Mount Wise School as we mark the arrival of Spring and the warmer weather. We'll be introducing new plants and flowers around the estate.

**This year the event will be held on
Tuesday 12th May from 1pm until 3pm**

Residents can join in by helping to create baskets and tubs for display in their own gardens or windowsills.

This year we're also developing a new community garden having been given access to a ground floor garden to grow some flowers and vegetables. The youth club have already been busy planting seed potatoes in the garden and there are plans to grow a range of crops. We'll be encouraging residents to help the garden take shape. If you're up for getting some fresh air and getting stuck in, please get in touch.

Estate Refurbishment

Enclosed is an update from Build X and Plymouth Community Homes about the estate refurbishment. Work is progressing but a few factors have affected certain aspects of the programme. PCH have recently written to residents.



CrimeStoppers

Did you know that on average there are 10 arrests are made across the UK every day as a result of reports that are made to Crimestoppers? In the South West alone, an average of 800 pieces of actionable information are passed on to the Police every month.

Know something about a crime or a criminal but don't want to go directly to the police? It can sometimes be difficult to come forward with information. You might have seen or heard something about a crime but don't know what to do, or are hesitant to come forward. It's easy to think there is nothing you can do, Crimestoppers is a charity and the service is unique and designed to protect your identity, whether you call on 0800 555 111 or submit through <https://crimestoppers-uk.org/give-information/give-information-online/>



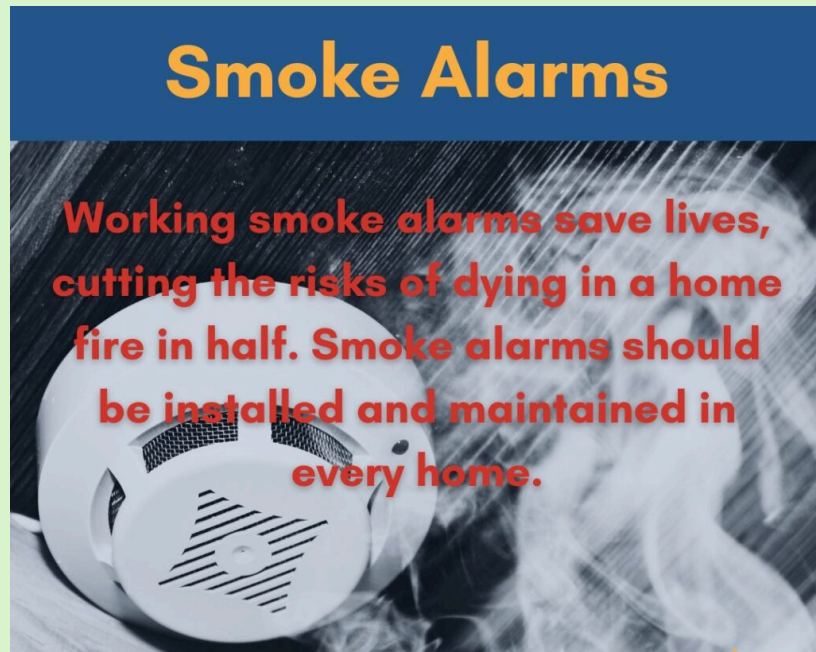
Crimestoppers will listen to you about any crime that you have information about. No personal details are recorded. Information is passed to the relevant authorities without revealing your identity. All call agents are trained to support you through the process.

In the 35 years that the service has been running, no one has ever been identified after giving information. It is vital that we guarantee your anonymity because if your identity became known, our reputation would be seriously damaged. Crimestoppers is not an emergency service and if you see a crime taking place you should ring 999 to report it immediately.

Please follow Crimestoppers locally
www.facebook.com/CrimestoppersintheWestCountry

Smoke Alarms

As you know, all homes on Pembroke Street have a mains powered smoke alarm system with a built in back up battery. Smoke alarms are periodically checked to make sure they are functioning properly. It is important that any faults are reported. If your alarm intermittently beeps, please report it for prompt replacement. Never disconnect an alarm yourself.



It is very important not to ignore a smoke alarm that is sounding. If you hear an alarm in a neighbouring property, please take steps to investigate. An alarm that continues to sound for more than a minute or two may well be triggered by a fire. Prompt action is needed to ensure everyone stays safe. If you suspect there is a fire, don't hesitate to dial 999. Don't assume that it could be a false alarm or that someone else will call the emergency services.

Thankfully, fires on the estate are rare, but they do happen. Prompt action can save lives. This was the case recently when a resident made a point of investigating the source of a nearby alarm which was sounding constantly. He called the fire service and his prompt action prevented serious injury or property damage.

EMB Service Review

The EMB is reviewing the range of services it offers to make sure they continue to meet the needs of residents and reflect the changes in social housing that have occurred since the Government introduced the Social Housing Regulation Act in 2023.

The changes include increased regulation of social landlords and new rules for protecting tenants from serious hazards in their homes. Many of the provisions in the Act are responses to the tragedies of the 2017 Grenfell Tower fire and death of two-year old Awaab Ishak, who died in 2020 from exposure to serious mould.

The Act allows the Regulator of Social Housing to hold landlords to account with regular inspections. It introduces new consumer standards and gives the Secretary of State power to require social landlords to investigate and rectify serious health hazards.

Central to the changes is the introduction of 22 Tenant Satisfaction Measures (TSM's) which are designed to ensure residents have a say over how services are managed and delivered and that they receive clear information about their landlords performance to ensure transparency and accountability.

Over the coming months, the EMB and PCH will be reviewing all aspects of the partnership document which sets out the responsibilities, policies and procedures governing the relationship. The aim is to make sure the partnership continues to function smoothly so that the EMB can continue to deliver the services that residents need. We need your help to help shape how these services are delivered. We'd like as many residents as possible to get involved to better understand your experience and your priorities.