Reporting Crime & Anti-Social Behaviour

We need to work together to make sure our neighbourhood continues to be a safe place to live. We hear the frustrations of residents who sometimes feel crime and anti-social behaviour is not given the attention it deserves. Whilst the EMB will always make sure any incidents are logged and followed up, residents also need to report incidents directly to the appropriate organisation, as outlined below.

- If a crime is happening or someone is in immediate danger, call 999.
- For non-emergencies, call Devon and Cornwall Police on 101 or report online at www.devon-cornwall.police.uk.
- You can also give information anonymously to Crimestoppers on 0800 555 111.

Wherever possible, the Police need residents to report crime directly. If the EMB reports on your behalf, it doesn't carry the same weight as it is classed as hearsay evidence, which is not the same as a first-hand account, if the incident is later prosecuted in court.

CRIMESTOPPERS
0800 555 111
Call anonymously with information about crime



Anti-social behaviour can include persistent harassment, threats, intimidation or repeated behaviour that seriously affects neighbours. If something is worrying you, please tell us. We can help you work out whether it should be reported to the police, the landlord or the EMB.

Not every neighbour disagreement is antisocial behaviour. Issues such as everyday noise, shared-space concerns or misunderstandings can sometimes be resolved through good neighbourhood management. The EMB can offer practical advice and help residents find a way forward.



Pembroke estate management board

Winter News

November 2026

Welcome to the latest Newsletter!

We hope you're well and looking forward to the festivities as December draws closer. Read on for details of free or low cost Christmas activities being offered by the Estate Management Board. There is something for all ages.

Thanks for your continued support of the EMB and we wish everyone a Merry Christmas and a Happy and Healthy 2027.



Annual General Meeting

The Annual General Meeting is a chance for residents to hear about how the EMB has performed during the year, to review the accounts and appoint new directors and the accountants. We hope you can join us at 11am on Tuesday 15th December. The meeting will be held before the Christmas raffle in the Community Rooms.

Christmas Wreath-Making Workshop



We are pleased to be able to offer free places at a Christmas wreath-making workshop on Wednesday 9th December, from 1pm to 3pm, at Pembroke Community Rooms. Whether you are feeling creative or just fancy a festive social afternoon, please contact the estate office to book.

Congratulations Jeshvin!

A huge well done to Jeshvin who recently passed his 11+ exam. He has been attending the free study support sessions with Jane Horton who helped him get exam ready. Jeshvin will be starting at DHS boys in September. If you're interested in finding out more about the 11+ sessions, please see the enclosed flyer.



Jeshvin & Jane

Could you be a PEMB Board Member?



PEMB has been part of life on the estate for 32 years. More than 100 people have served as board members during that time, giving their time and local knowledge to help make decisions on behalf of the wider resident membership.

With social housing changing after the regulations that have been introduced to try to prevent another Grenfell tragedy, resident voices matter more than ever. Board members help shape our priorities, look after the organisation's resources and support the staff team to deliver services that residents value. It is a voluntary role, with quarterly board meetings, around six subgroup meetings each year and occasional training.

You do not need previous board experience. We would love to hear from residents of different ages and backgrounds, whether you're already keen to get involved or simply want to find out more. We can arrange a chat with an existing board member before you decide if that would help.

To ask about standing for election or nominating another eligible member, please contact the estate office for a nomination form. The nomination deadline is 30th November to allow time to circulate nominees details to the resident members ahead of voting at the annual general meeting.



A little Christmas tradition – Chocolates for the over-65s

There aren't many things that are genuinely free, but our annual tub of Christmas chocolates is one of them! It is a small annual tradition that the EMB has been arranging since 1994.

We'll deliver chocolates to residents aged 65 and over on the morning of Thursday 17th December. If you will be out or would rather collect yours, please call into the estate office beforehand. If you have turned 65 since last year and do not receive a tub, please let us know – we may not have your date of birth recorded.

A first look at the new Clowance Street homes



Local residents interested in the new Clowance Street houses were recently invited to take a look as they near completion. The houses have been praised for their modern design, the quality of workmanship and some of the features including EV charging points and air source heat pumps.

The homes are expected to be ready towards the end of November and could be advertised via Devon Home Choice in December or early January. Three houses are reserved for Pembroke Street residents downsizing from larger homes, offering the possibility of moving to a more suitable property with lower heating costs while staying close to friends and family.

Contacting the Estate Office

The office is open from 8am to 4pm weekdays. For an immediate response, please call (01752) 607277. You can also email office@pembrokestreet.co.uk or WhatsApp 07393 135753

Thinking about learning something new?

A new year can be a good time to learn a new skill or gain a qualification.

Maybe there is something you have always been curious about learning. On Course South West offers a range of learning opportunities and has an open day planned for January.

See the accompanying information, or browse the website to see what catches your eye. Many courses are low cost or even free for eligible individuals.



Christmas Office Closure

The estate office will close at 4pm on Wednesday 23rd December and reopen at 8am on Monday 4th January. For urgent repairs during the closure, please contact Plymouth Community Homes on 0808 230 6500.



For routine repairs, leave a message on 01752 607277 or email office@pembrokestreet.co.uk. We will respond when the office reopens.

The last youth club session before Christmas will be Tuesday 15 December, with sessions starting again on Tuesday 5 January.

Christmas Grotto



We are bringing the Christmas grotto back this year. For £3 per child, children can enjoy a gift, a snack, a drink and Christmas craft activities.

Please book at the estate office. You can pay in cash when you visit, or book by telephone and pay by bank transfer. Places are limited, so booking ahead is a good idea.

We are also pleased to share details of the Ker Street Social Club Christmas Party on Sunday 20th December. Free places are available for families with a Fit and Fed code, thanks to funding from Plymouth City Council. Please see the accompanying poster.

Christmas Raffle

Christmas raffle entries cost £1 per square. Please call into the estate office to take part. The raffle is cash only as it eliminates card operator fees from eating into the prize fund.

The draw is planned for Tuesday 15th December in the community rooms opposite the estate office. Please make sure we have a current telephone number so we can contact you if you win. Some prizes include fresh food, so prompt collection will be important.



Christmas Rubbish & Recycling

Christmas usually brings extra packaging, food waste and changes to bin collection days. A little care from all of us will help keep the estate tidy over the holidays.

Our maintenance team will still be putting bins out and picking up litter between Christmas and New Year. Please use another bin if the nearest one is full, and make sure lids can close: open bags are an easy target for seagulls.

Flatten cardboard and packaging, and put recyclable items loose into the recycling bins rather than in bags. Polystyrene belongs in general waste. Furniture and other large items should not be left in the car parks unless a collection has been arranged in advance; see the bulky waste information later in the newsletter.

Once cooking fat has cooled and solidified, put it in a sealed container in the general waste rather than pouring it down the drain. If you have a real Christmas tree to dispose of in January, you can leave it beside the general waste bins for the EMB to arrange recycling.

Thank you for using the litter bins and helping children do the same. Keeping shared spaces clean and tidy is something we can all contribute to.

Bulky Waste Collections

If you are having a clear-out, Plymouth City Council offers collections for large household items such as furniture and mattresses. Collections start at £36. Residents receiving Council Tax Support may qualify for a reduced charge starting at £18.

Book and pay online at www.plymouth.gov.uk/bulky-waste-collection. You will need to list the items and choose an available date. If you need to make changes to the list of items, you can contact the Council as long as you give at least 5 days notice.

Please only put items out when you have an arranged collection. Book early as there can be long waiting times.

Food waste – a weekly collection

Food waste is now collected every week. Please empty food waste into the small black wheelie bins in the car park. See below for a reminder of what can be included.



Looking after the Stairwells

Several stairwells have had fresh paint and new flooring in recent months.

The EMB maintenance staff clean the stairs regularly, but they sometimes return soon afterwards to find spillages or litter. Please avoid leaving rubbish bags outside front doors, even for brief periods. If a bag leaks on the stairs when you take it down to the bulk bins, cleaning it up promptly makes a big difference for both your neighbours and EMB staff.

If you store a bike in your flat, please take care not to mark walls or railings. Sheds are a better place for bikes where possible. If a stuck padlock or clutter is preventing you from using your shed, contact the estate office and we will see how we can help.

A final reminder that smoking is not permitted in communal stairwells.

Curious about AI?



AI can sound technical, but these workshops are designed around everyday questions and practical tasks. Super Individuals CIC, working with Argyle Community Trust, is running free hands-on sessions at The Hub, Foulston Park, Madden Road, Devonport PL1 4NE.

Sessions take place on Wednesdays from 6.30pm to 8.30pm. Bring your phone and something you would like help with, whether that is learning, creating something or checking whether online information is reliable. The organisers would particularly welcome ideas from local families and young people about what they would like to learn. Scan the QR code on the poster to find out more.