

A brilliant Tpas Accredited Landlord



Organisation	Plymouth Community Homes
Achieved accreditation	February 2016

A bit of background

Plymouth Community Homes was formed in 2009 following a ballot in favour of stock transfer from Plymouth City Council. One in five people in the city is a Plymouth Community Homes resident. PCH are one of the largest employers in the city and one of the largest social landlords in the South West with 16,000 homes owned and managed. PCHs achieved Tpas Landlord Accreditation in Resident Involvement in February 2016.

Inspiring Involvement

- A new resident involvement strategy and menu of involvement
- A new co-regulatory relationship with residents, incorporating a new Resident Scrutiny Team, who have successfully completed their first review of Anti-Social Behaviour
- A new 'spends and saves' panel empowering residents to be involved in contract specification, tendering and performance management
- Landlord Accreditation for Resident Involvement Quality which clearly demonstrated how embedded across the organisation resident involvement is. Every service team spoken to, as part of this process, could point put positive impacts of involving residents. Involving residents is seen as business critical and in the lifeblood of this organisation.

The Difference

"Our residents have always been at the heart of everything we do, from voting to transfer to PCH in 2008, through our massive home improvement programme and now, with this acknowledgement from Tpas. Our Resident Involvement Strategy and Menu of Involvement reflect what residents have told us they wanted and more and more people are coming forward to give their views and ideas."

Sue Shaw, Director of Homes, Neighbourhoods and Regeneration