

# Winter Newsletter

# Pembroke

November  
2024

estate management board Ltd

## Regional Award for Best Community Initiative



South West in Bloom have awarded the Pembroke Street estate the Serco cup for 'Best Community Initiative' recognising the efforts of the EMB maintenance staff team - Debbie, John & Marc - alongside residents who have helped create an attractive and well maintained environment. Judge Jon Wheatley commented: "Congratulations on an excellent project. The landscape, both hard and soft, is of an excellent standard. Gardening is of a high standard, as is the management and implementation. It is clear that all members of the community have contributed to the ongoing success of the project."




There was also an award of 'Outstanding' for the EMB in the Britain in Bloom 'It's Your Neighbourhood' national scheme, which rates projects against criteria which includes environmental responsibility, gardening achievement and community participation. Picture 1 above: from right to left: EMB staff member Marc Carlyle, EMB board members Jade Riches and Rachel Melville and South West in Bloom Regional Co-ordinator Melissa Poole. Picture 2 above: South West in Bloom Chairman Jon Wheatley with Pembroke Street resident Paul Johnson.

 (01752) 607277

 Estate office 8am-4pm  
weekdays

 office@pembrokestreet.co.uk

 www.pembrokestreet.co.uk

 Emergency out of hours repairs  
0808 2306500

 @PembrokeEMB

# Continuation Ballot Result

Many thanks to residents who voted in the continuation ballot in October. We're really pleased to confirm a 100% vote in favour of the EMB continuing to manage the estate. 118 votes were received from a potential total of 192 tenants and leaseholders who were entitled to vote. That represents a 61% turnout, which is higher than both the general election held in July and the Plymouth City Council elections held in May.

While a simple majority is all that is needed for a yes vote, it's important that as many residents as possible take the time to vote, so that the EMB can show it has strong resident support and a strong voice in pressing for better services and resources for the estate and the wider area.

Held every 5 years, the ballot asks residents if they'd like the EMB to continue to manage the estate. It is a special condition of tenant management organisations, which makes them highly accountable for the services provided.

Thanks to Chris Macullie who oversaw the ballot and counted the votes. Chris worked tirelessly to encourage residents to vote by knocking on doors and answering questions about the process and collecting completed ballot papers.

Chris reported to the EMB board on the outcome and said she found the experience very positive with lots of support for the EMB on the doorstep. She made a note of some of the comments which included:

The staff are wonderful and work very hard

This is a safe and friendly area

We wouldn't manage without them

5 stars!

EMB all the way!

Great to have them on the doorstep

Staff are always friendly and welcoming

# Christmas Grotto



This year a Christmas grotto is being offered to local families. The poster below has all the details. Book now by calling into the EMB office and paying with cash or you can book over the phone and pay by bank transfer. Places are filling up fast, so don't delay!

**BOOK NOW**

Pembroke  
estate management board Ltd

## Christmas Grotto

### Meet Santa & his Elves

*Have a chat & receive a gift from Santa,  
Kids have Christmas activities to do,*

Pembroke Community Rooms  
Wednesday 4th December  
2 till 6pm  
£3 per child

TO BOOK A PLACE OR FOR MORE INFORMATION POP INTO THE OFFICE OR RING 607277

## Crime & Anti Social Behaviour

There have been continued reports of crime and anti social behaviour (ASB) on the estate over the past few months. Most of the reports have been about a small group of children who do not live on the estate, with verbal abuse and vandalism being commonly reported issues. The EMB have been logging incidents, but have been advised by the Police that incidents should be reported by victims themselves rather than by the EMB.

The easiest way to report incidents is by calling into the Devonport Police office on the corner of Fore Street and Chapel Street which is open Monday to Saturday 10am - 3pm. You can also use the online form by clicking on the QR code



or use the Crimestoppers anonymous reporting tool at

## CrimeStoppers.



The EMB is committed to proactively tackling crime and ASB. The reality is that crime and anti social behaviour is still relatively low compared to other parts of the city. But we will continue to log all incidents and work with residents and other organisations to identify ways of tackling problems. One of the ways we've been able to do this is by installing mobile CCTV cameras and installing them in problem areas. There is a limit to how many of these cameras can be purchased and deployed, but it is a useful option to help to gather evidence and serve as a deterrent.

# Becoming a Board Member

Could you spare some time to join the Board of Directors? Having residents play an active part in overseeing how the EMB manages the estate is a big part of what makes the organisation unique.

Board members play an important role in shaping the work of the EMB by contributing ideas, supporting the staff team and helping to ensure the EMB remains legally compliant and responsive to residents needs. Board members often help plan and organise EMB events, although this is not a requirement and everyone contributes what they can.

The minimum expectation is to attend quarterly board meetings and sub group meetings which are held every eight weeks. And remember, there is no prior experience required. You just need to support the EMB and help to oversee the safe and smooth running of the company and show a positive example to other residents by following the tenancy rules which apply to everybody.

The EMB needs a diverse range of opinions, including people from different backgrounds and varying ages to ensure it is representative of the whole estate, as far as possible. Please get in touch with the EMB office to find out more and to pick up a nomination form. We can also put you in touch with an existing board member if you'd like to ask them any questions. Once your completed nomination form is received, all the Pembroke Street residents are invited to vote for nominees to join the board at the Annual General Meeting.

## Christmas Closure



The Estate office will close at 4pm on Monday 23rd December and re-open at 8am on Thursday 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](mailto:office@pembrokestreet.co.uk) and we will respond when the office reopens.

The last youth club session will be on Tuesday 17th December and will reopen again on Tuesday 7th January.

# Annual General Meeting

The Annual General Meeting will be held on Thursday 23rd January 2024 at 11am in the EMB Office. Further details will be circulated nearer the time. This is an opportunity for residents to review the annual accounts, approve 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 on Wednesday 18th 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've won 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.



## Tree Maintenance

Many residents and visitors comment on how great it is to have an abundance of trees on the estate. Whilst the canopy of trees looks amazing in Spring and Summer and contributes to bio diversity, there is also a recognition that that they reduce visibility and natural light for some residents. That is why some tree branches have recently been removed where they are in contact with blocks of flats. There are also a few other trees that have required maintenance due to low hanging branches causing an obstruction or because of root damage to surrounding paved areas. The EMB is more proactive about tree maintenance than many other organisations where trees are normally left untouched unless they are identified as posing a danger.

Some residents have asked whether the EMB could carry out an extensive reduction or removal of trees across the whole estate. The reality is that would cost thousands of pounds and there isn't the funds or justification to do that. Locally and nationally, there are plans to plant more trees to tackle the climate emergency, so in many respects Pembroke Street is many years ahead of other estates.

# Residents Survey



Each year, the EMB asks residents to complete a short survey to obtain some feedback about your experience of living on the estate, the services you receive from the EMB and anything else you'd like to see addressed in the year ahead. This year we have based the questions on the new national tenancy satisfaction measures that all housing providers are required to report on as part of their performance targets. We'd really appreciate you taking a few minutes to complete the enclosed survey which can be returned to the EMB office or handed to an EMB member of staff when you see them around the estate. We are also offering the option of completing the survey by telephone. Or you can complete an online version via the QR code below:

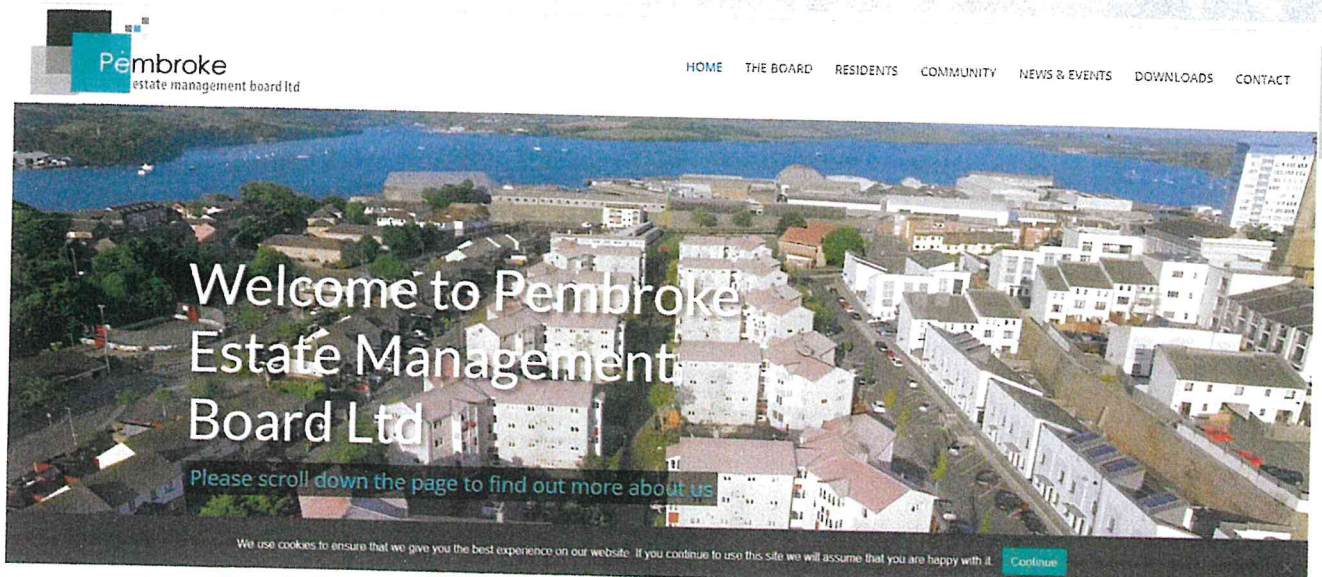


## Updated Website



The EMB website has been given an overhaul. You can take a look by heading to [www.pembrokestreet.co.uk](http://www.pembrokestreet.co.uk)

The aim was to make the site more resident focused with useful information about the services available and a downloads section to access forms and other useful information. We hope you find the new website useful and if you have any feedback on how it can be enhanced further, please get in touch.



# Drop in Advice Session

citizens  
advice

Plymouth

The next Citizens Advice drop in session is due to take place from 10am until 1pm at the community rooms opposite the estate office on Tuesday 3rd December from 10am - 1pm. The EMB is also able to make a direct referral to CAB if you need any help between the monthly sessions. All that we need are your contact details and a brief description of the issue you need help with.

## Estate Refurbishment

Residents understandably continue to ask about when there will be some news about the long awaited estate refurbishment. The EMB has asked for an official update from PCH about when the work will begin. We know there are lots of questions about when items which are overdue for replacement - such as the windows - will be replaced and how long the work will take to complete. Leaseholders also need to know what the work will cost. We're hoping PCH will be able to provide an update soon and that some of the questions that residents have been asking can be answered.



## Free Chocolates!

(for over 65's)

There may not be too many upsides to getting older, but you do get a tub of chocolates from the EMB at Christmas, so it's not all bad! We'll be delivering the chocolates to residents aged 65+ on Thursday 12th December. If you're not going to be at home or would prefer to collect them from the estate office, please drop in.



# 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 on Page 1.



## Pembroke EMB Resident Satisfaction Survey 2024

Thank you for participating. Your responses will be displayed anonymously in results. If you provide any personal details, these will only be used to update our records so that we can stay in touch with you as a Pembroke Street resident. For more details of our Data Protection & Privacy Policy, please see our policy which can be downloaded from [www.pembrokestreet.co.uk](http://www.pembrokestreet.co.uk).

Please circle a number between 1 to 6 in response to the questions below.

1 = Very satisfied

2 = Fairly satisfied

3 = Neither satisfied nor dissatisfied

4 = Fairly dissatisfied

5 = Very dissatisfied

6 = Don't know / Not Applicable

1. How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it to Pembroke EMB?

1            2            3            4            5            6

2. How satisfied or dissatisfied are you with the overall repairs service from Pembroke EMB over the last 12 months?

1            2            3            4            5            6

3. Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that Pembroke EMB provides a home that is safe and well maintained?

1            2            3            4            5            6

4. How satisfied or dissatisfied are you that Pembroke EMB keeps you informed about things that matter to you?

1            2            3            4            5            6

5. How satisfied or dissatisfied are you that Pembroke EMB listens to your views and acts upon them?

1            2            3            4            5            6

6. To what extent do you agree or disagree that Pembroke EMB treats you fairly and with respect?

1            2            3            4            5            6

7. How satisfied or dissatisfied are you with Pembroke EMB's approach to complaints handling?

1            2            3            4            5            6

8. How satisfied or dissatisfied are you that Pembroke EMB keeps communal areas clean, and well maintained?

1            2            3            4            5            6

9. How satisfied or dissatisfied are you with the cleaning of your block?

1            2            3            4            5            6

10. How satisfied or dissatisfied are you with the grounds maintenance completed on your estate such as grass cutting, shrub trimming and litter picking?

1            2            3            4            5            6

11. How satisfied or dissatisfied are you that Pembroke EMB makes a positive contribution to your neighbourhood?

1            2            3            4            5            6

12. How satisfied or dissatisfied are you with Pembroke EMB's approach to handling anti-social behaviour?

1            2            3            4            5            6

13. Have you contacted Pembroke EMB in the last six months? Please think about all the different ways you may have contacted Pembroke EMB including by telephone, email, face-to-face and online.

1            2            3            4            5            6

14. How satisfied or dissatisfied are you that Pembroke EMB is easy to contact?

1            2            3            4            5            6

15. How satisfied are you with the youth and community events offered by Pembroke EMB?

1            2            3            4            5            6

16. Are there any youth & community activities or services you'd like to see offered in the year ahead? Or any comments you want to add about existing activities?

17. Taking everything into account, how satisfied or dissatisfied are you with the service provided by Pembroke EMB?

1            2            3            4            5            6

18. In order to update our records, please provide your name, flat number and contact number below.

19. If there have been any changes to your household members this year that you haven't already informed us of, please let us know below. It is helpful to have dates of birth for household members.

20. If you have a pet, could you provide the animal details including breed (and microchip number if applicable)?

**PLEASE RETURN COMPLETED SURVEYS TO THE EMB ESTATE OFFICE, 102 PEMBROKE STREET**