



# 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

## Crisis and Resilience Fund

If you are struggling or in urgent financial crisis, you can get support and advice to help you manage household bills, benefits and debt. This is funded by the Crisis and Resilience Fund from the Department for Work and Pensions and is administered by Citizens Advice Bureau (CAB).

The EMB can refer you to CAB if you meet the eligibility criteria below or you can attend a CAB drop in session on the first Friday of the month at Pembroke Community Rooms.

Support may include a financial contribution, vouchers or goods in-kind for essential items including food and energy costs for essential items including food and energy costs. The type of support will be agreed by an advisor as part of the application process.

Support is available to low-income households experiencing financial hardship or crisis, particularly where there are additional vulnerability factors.

Households may be eligible where one or more risk factors apply:

- recent crisis events such as loss of income, housing instability, relationship breakdown, or hospital discharge
- health conditions or disability within the household
- low income or reliance on means-tested benefits
- someone in the household is of pension age
- families with children living in the property
- experiencing fuel poverty or difficulty affording energy costs, including heating oil prices



September 2026

# Autumn Newsletter

## Annual Survey Results

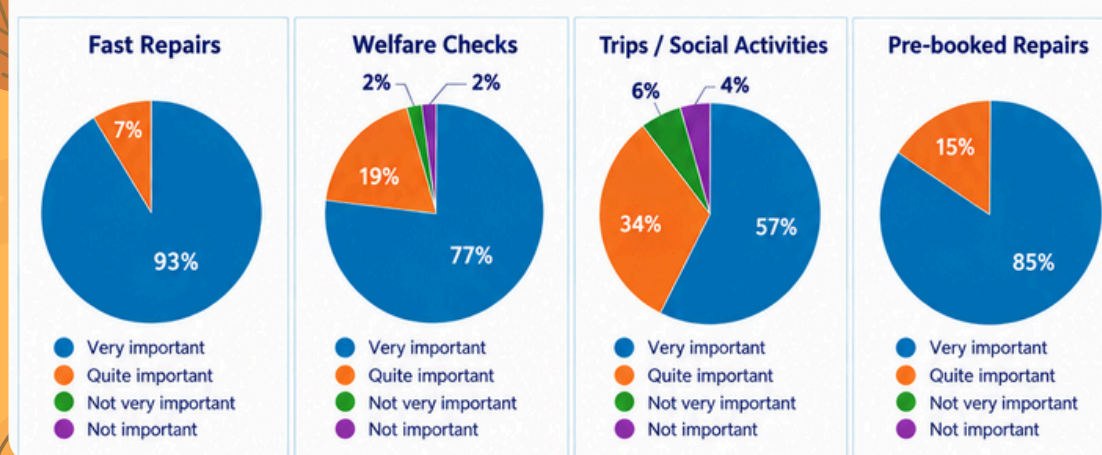
A big thank you to everyone who took the time to complete the annual residents' survey. 41 residents took part, representing around 25% of households on the estate. As a resident-led organisation, residents are at the heart of what the EMB does. Conversations happen at the office, around the estate and at meetings, but the annual survey gives us a clearer picture of what matters to residents, what's working well and where things could be better.

Positive feedback is always welcome, but it's just as important that you tell us where you want to see improvements. Not everything raised is within the EMB's direct control, but strong feedback from residents gives us a clear mandate to raise issues with PCH and other organisations and to press for changes or additional resources where they're needed.

We also want to understand more about what it's like to live on the estate and the issues that matter to you. If you're free to come to the residents' drop-in on Friday 9th October at 10.30am in the Community Rooms, it would be great to see you. There's no need to book — just come along for a chat.

Below and over the page you'll find the survey results, together with a selection of comments from residents.

### Residents Satisfaction Survey 2026 Service Priority Ratings



"EMB has helped my journey from being homeless to having my own place. They have helped keep me calm and secure with all their help and support. I love living here".

"Everyone offers to help during my illness. Great welfare checks from the EMB office."

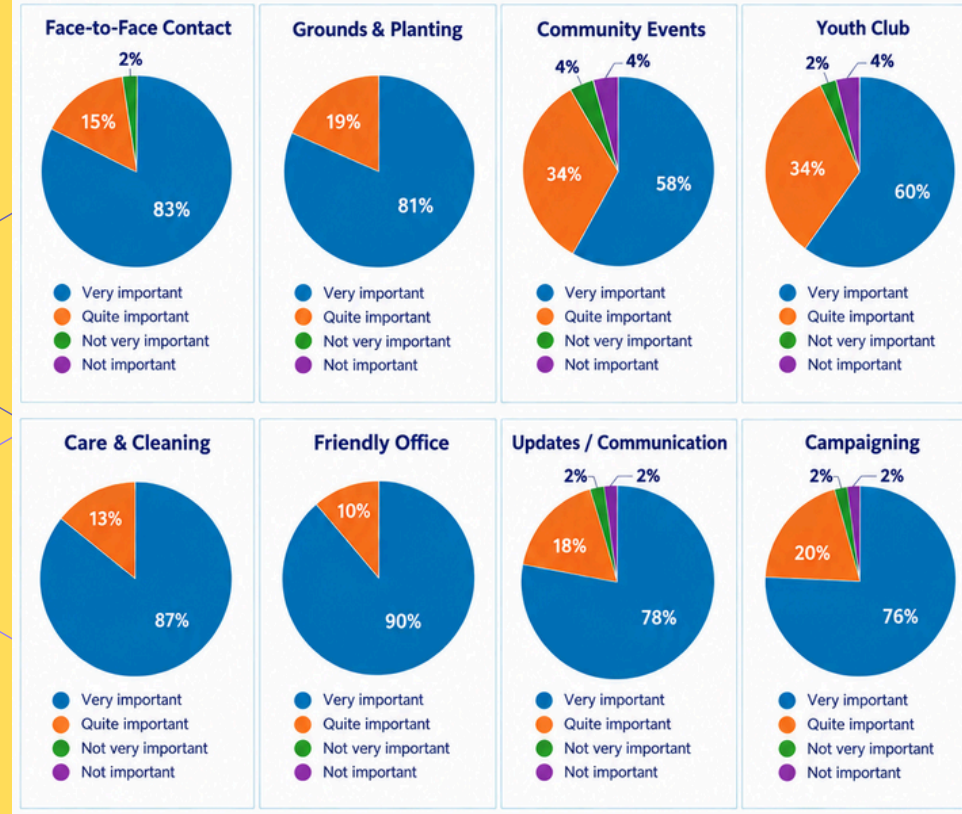
"All positive living here, genuinely happy with everything and wouldn't want it to change to be honest."

"Very happy living here and having the office on hand to deal with problems".



# Annual survey continued

## Residents Satisfaction Survey 2026



"Would like assistance with seagulls, tighter control on pets, assistance with gardens on ground floor, especially tree branches."

"I get very annoyed at the blatant ignoring of fire hazards with things being left in the stairwells by some residents. This endangers everyone's lives. Tougher penalties needed for persistent abusers."

"The main thing is that anti social behaviour is not dealt with and poor advice is given that only puts the individual who has an issue with anti social behaviour in their block directed back to them by saying 'have you spoken to your neighbours directly'."

## Pride in Place Consultation

**PRIDE  
IN PLACE**

Your FUNDING. Your COMMUNITY. Your CHOICE.

Devonport has been chosen to be part of the Pride in Place programme, where up to £20 million will be invested over 10 years. Each neighbourhood will create a Pride in Place Plan. This plan will set out the long-term vision for change in the area. A neighbourhood board has been formed to decide how the funds will be spent. The funding aims to:

1. Build stronger communities by reconnecting people, restoring a sense of belonging and making neighbourhoods feel safe and proud
2. Create thriving places by improving high streets, public spaces and services that tackle health and social inequalities
3. Give people control by making sure residents have a real say in shaping their area and future

There will be an opportunity to have your say about what matters to you as a local resident. Karen Pilkington from Plymouth Octopus Project will be at the Residents Drop In on Friday 9<sup>th</sup> October from 10.30am. She will be available to have informal conversations about what matters to you as a local resident to help decide the Pride in Place priorities. Karen will be joined by the Reverend Sue Nicholas, Chair of the Pride in Place board. If you can't attend the meeting, you can also add comments, including audio and video clips on the Pride in Place website. Scan the QR code for more details.



## Celebrating 50 years living on Pembroke Street

Joan, Norman and Tracey moved to Pembroke Street in 1976. Their son Robert was born in 1978. Between them, they have lived in 5 different flats and possibly hold the record as the longest continuous tenants on the estate. We're not sure anyone can top that!



Joan said "I love living here. It has so many happy memories for us. I couldn't think of anywhere else I'd want to live."

The family have been actively involved with the EMB over the years with Norman employed as a Maintenance Worker when the EMB formed in 1994, a position he held for 8 years, until he had to retire due to ill health. Tracey played a prominent role in the Home Office 'Together We Can' programme, which included speaking at national conferences and assisting with hosting



visiting groups who came to see what had been achieved at Pembroke Street as part of the 'Guide Neighbourhood' network.

As we approach the 40<sup>th</sup> anniversary of the original Pembroke Residents Association which led into the formation of the EMB, it would be great to capture stories from those who have lived on the estate. Let us know if you'd like to share your story about the good, bad and the funny moments which have all contributed to making the estate a great place to live.







# Summer Community Fun Day

Many thanks to everyone who supported the fun day including Bikespace CIC, Devonport Help a Neighbour, Devonport and West Plymouth Police, Plymouth Cancer Champions Project, Plymouth Community Homes, Pembroke Youth Club, PCC Community Builder, Build X, Plymouth Sound Marine Park and Plymouth Argyle Community Trust.



## First Aid Course

The EMB is running a one day 'Emergency First Aid' course on Friday 23<sup>rd</sup> October from 9am until 3.30pm. Staff and volunteers will be taking part.

There are some spare places available if any Pembroke Street residents would like to take part. There is no charge and lunch is included. Please contact the estate office to book.

# Stairwell safety

Just a reminder to keep stairwells clear, All rubbish bags should be taken down to the bins and not left outside your front door.

If you need to book a bulky waste collection with Plymouth City Council, you can do that online at <https://www.plymouth.gov.uk/bulky-waste-collection>. There can be a lengthy wait for slot so please book as early as possible.

Please don't leave bikes, scooters and prams in communal areas as they are a fire hazard. The EMB have to log any items and arrange for them to be removed.

Please remember that smoking in stairwells is illegal. Please also avoid leaving stairwell windows open as the floors can get wet when it rains.

## Christmas Events - Save the Date!

It may still be a little way off, but it's never too early to start planning for Christmas! This year the EMB will be running some Christmas activities. More details will be available in the next newsletter, but if you'd like to be the first to register for a space, please get in touch.



## Christmas Raffle

Don't forget that the Christmas Raffle will be on sale from 1st October. As always it's £1 per square with all the proceeds going into the prize fund. The draw will take place on Tuesday 15<sup>th</sup> December at 10.30am.