

TENANCY SIGN UP INFORMATION PACK

Welcome to PCH and the start of your tenancy

We've put together this pack to help you find the information you need at the click of a button.

You can also get a hard copy of this information on request.

How do I find my Housing Officer?

If you need to contact us about your tenancy, you can find your dedicated tenancy team including your housing officer, assistant housing officer and incomes officer or leasehold team on our dedicated 'find my housing team' webpage by entering your postcode and selecting your street.

Your local housing team hold also [regular drop-in sessions](#) where you can meet with your housing team at a dedicated venue with no booking needed, and community walkabouts where you can tell us what you think can be improved in your area.

How to pay your rent

We have a range of methods available to help you make quick and easy payments including MyPCH, via direct debit, by phone or online. The quickest and easiest way to make a payment is through your [MyPCH account](#), our online self-service portal.

How to report a repair

There are many ways you can report a repair, including online via your MyPCH account, or by filling out an enquiry form, by sending us a message on social media, including Facebook and X. You can also call us, visit us at our Head Office or write to us.



 [Click the titles for more info](#)



Want to talk with someone? Call us on 0808 230 6500 and ask to be put through to the housing team

What repairs are PCH responsible for?

PCH is responsible for emergency repairs, completed within 24 hours, urgent repairs, completed within five working days, routine repairs, completed within 20 working days, damp and mould, inspections within seven working days, planned repairs, completed within 60 working days and programmed work.

What repairs am I responsible for?

Some smaller repairs are your responsibility as a resident, including any internal decoration, installation and maintenance of appliances, and if you are unsure whether a repair is your responsibility, please get in touch and we can advise.



Home improvements and alterations

Whether you need to make an adaptation as your needs change, or you would like to make some alterations, you'll need to get in touch with us to discuss your changes and get our permission.

Adaptations

We may be able to adapt properties to meet your needs if the property is suitable for adaptation.

For very minor adaptations, you can access our on-demand service without an assessment from an Occupational Therapist. Residents who need these more in-depth property adaptations must contact Plymouth City Council (PCC) who work with partner organisations to help you continue to live independently in your own home.

Handyperson service

We run a handyperson scheme where for a fee you can pay a tradesperson to assemble flat packed furniture, help move furniture around your home or adjust a sticking door.

Electrical handy people are also available for small jobs, such as appliance testing, installing a new ceiling light or upgrading light switches. Two hours are available at a subsidised rate.

Tips and advice

We offer tips and advice for maintaining your windows, what you should know before starting any DIY work or begin decorating your home, and what you should do before applying for any installation by any of the utility companies.





Safety in your home – gas, electricity, legionella and pests

All residents have the right to live in a safe home, and within our dedicated help and advice section on our website, you can follow our advice and tips on fire safety, building safety, gas safety, legionella and pests.

Fire Safety

We share important information that advises what you can do to prevent fires and what to do if one should break out in your home.

It is important that everyone knows how to avoid fires starting and what to do if one does start.

If you live in one of our tall buildings, you can also find more information on [safety in your building](#), including the Building Safety Report Summary, Tall Buildings Handbook and Resident Engagement Strategy for each block.



Pets

At PCH we want to ensure our approach is fair and based on responsible pet ownership, and we consider the ownership of a pet in each case, and suggest you always talk to us for advice when considering a pet to make sure you follow the terms of your tenancy.

We can help you with things to consider when owning a pet to ensure its health and wellbeing, including the size and location of your home, space for your pet to exercise and go to the toilet, your priorities and ability to care for the pet and extra costs.

Anti-social behaviour

We are fully committed to resolving problems of anti-social behaviour (ASB) with your help. We share our approach, what you can do and what we can do, as well as types of questions we'll initially ask, and activities not classed as ASB on our website. You can also report ASB on our website and access our policies including our Hate Crime and Harassment Policy.

Money advice

We have a dedicated Financial Inclusion Team at Plymouth Community Homes who can give you really good money advice. We can provide you with information and support on Housing Benefit, Universal Credit, the Benefit Cap, Tenancy Fraud and Bedroom Tax.



How to make a complaint

We aim to deal with any feedback from customers at the first point of contact and as quickly as possible. Our complaints procedure is split into two stages. We will try to resolve your complaint in stage one. If we don't, you can escalate it to stage two. You can find a detailed timeline of our complaints process in our [Complaints Process Guidance](#).

There are a number of ways to make a complaint, including filling out an enquiry form, through your MyPCH account, by calling us or sending us a message on social media, in person at our Head Office or writing to us.

Get involved with PCH

There are a number of ways you can get involved and help shape and improve our services. These include from online surveys and consultations to walkabouts in your neighbourhoods.

Together with Tenants

We are proud to have fully adopted Together with Tenants and to be working with our residents to roll out a plan and charter to give residents a stronger voice. Together with Tenants is a national project led by the National Housing Federation that aims to balance the relationship between residents and social landlords.

Plymouth Community Homes took a lead role in working with residents to understand the plan and adopt the Together with Tenants charter.

 [Click the titles for more info](#)

Plans and consultations

You can find the neighbourhood plan for your area or have your say on our services through consultations on our website. We use consultation as a way of gathering views and feedback from our residents as your views are important to us and can help shape future policies.

Improve your skills

We provide lots of resources, groups and courses to help you improve your skills or work towards a qualification, and these include our Learn for Free programme for residents, leaseholders, shared owners and household members, as well as online training.

Learn for Free

Learn for Free is a free training programme for PCH residents, leaseholders, shared owners and household members, looking to gain a new skill or work towards a qualification. Courses include in person courses ran at PCH venues, online courses you can work through at your own pace or courses ran by our partners.

Online computer courses

Online courses and information can be an easy way to learn new skills at your own pace, and on our website, we share free resources which can help you improve your skills from the comfort of your own home.

Neighbourhood Services

Our Environmental Services team provides a wide range of essential services across our neighbourhoods.

From caretaking and fly-tipping removal to grass cutting and tree works, you'll often see a friendly Ranger or Chargehand out on our sites, particularly where we have blocks of flats.



Mutual Exchange

You can exchange your home with another PCH resident, council or registered housing provider.

To start your journey, you will need to apply at [HomeSwapper](#), a national service where you can find other people who are looking to move. This service is free to PCH tenants. Once you have signed up to this service, we will approve your account and you can start searching.

Housing with Support

Our Housing with Support is specially tailored for people aged over 60 who have a need for accommodation with extra support. Our Housing with Support schemes can provide you with a supportive and comfortable environment that enables you to live independently at home for longer.

Parking and garages

We own 2,850 garages and parking spaces across Plymouth which are available for rent on a weekly basis.

 [Click the titles for more info](#)

Our developments

We're building new affordable homes for rent and shared ownership in Plymouth and the surrounding areas of Devon and Cornwall, helping people invest in their own future.

We started building homes in 2011 and since then have delivered nearly 1,600 new homes. By 2028, we hope to have built and refurbished almost 1,000 more affordable homes for Plymouth and surrounding areas at a cost of over £230m, and this figure is continually evolving as we secure more sites in and around the city.

Home Contents Insurance

Contents insurance is designed to help protect your possessions. We have teamed up with Thistle Tenant Risks who provide specialist tenants' contents insurance policies. The National Housing Federation My Home Contents Insurance Scheme is a specialist insurance scheme provided by Thistle Tenant Risks and all tenants living in social and affordable housing are eligible to apply.

Help and advice

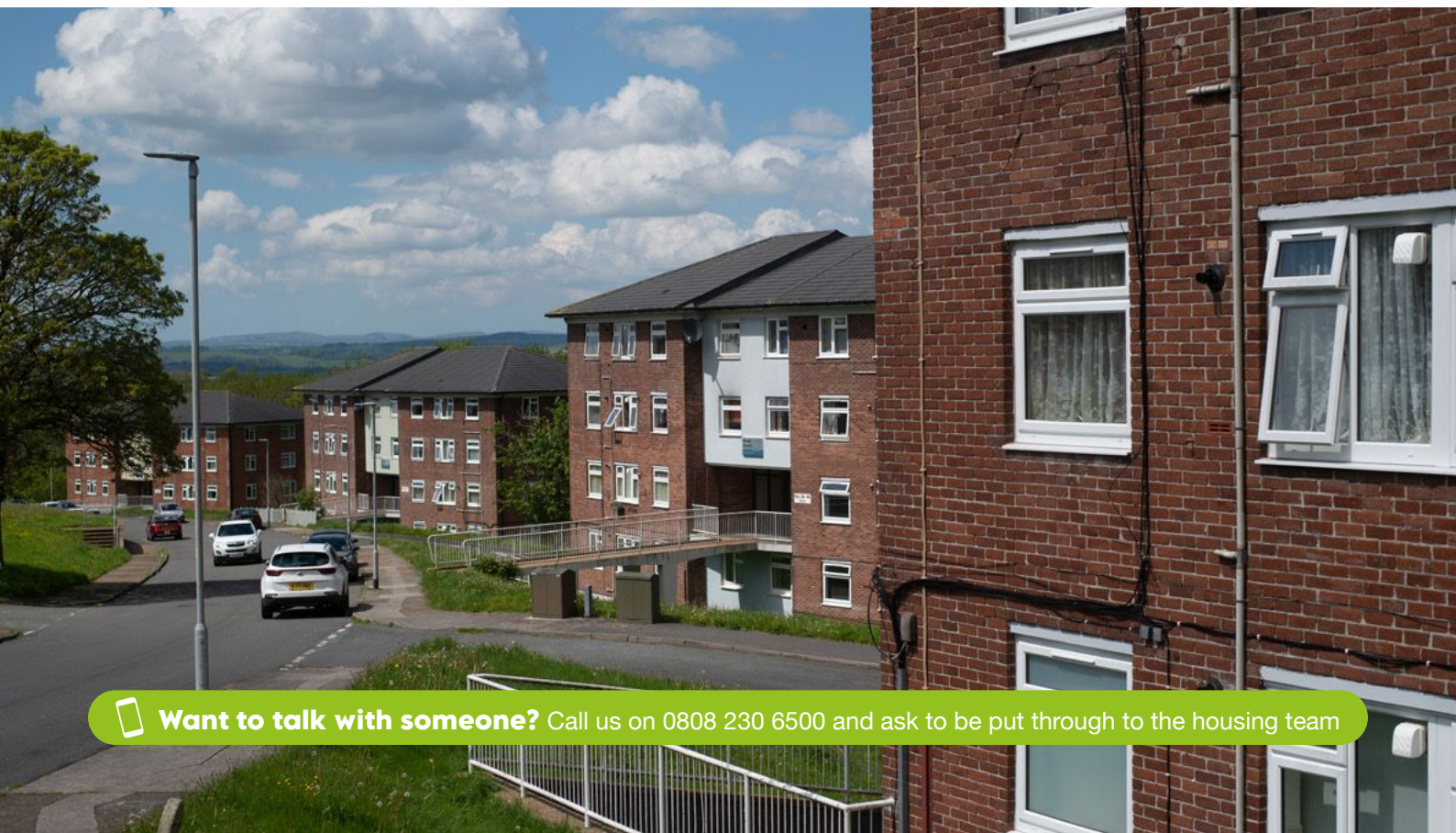
Whether it's providing support on a range of money matters or helping you to stay safe, we are here to help you manage your home.

We're committed to providing homes and communities where people want to live and feel safe and take a zero-tolerance approach to domestic abuse. We want you to know that we are available to offer support and advice.

We can also help you with managing damp and mould or what to do next if you want to end your tenancy.

Contact details

There's lots of ways you can get in touch with us, including online via your MyPCH account, or by [filling out an enquiry form](#), by sending us a message on social media, including Facebook and X. You can also call us, visit us at our Head Office or write to us.



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