

Member Spotlight

August 2025





Member Spotlight - Pembroke Estate Management Board



We asked Will Watts, Manager at Pembroke Estate Management Board, to share some of the work they are currently doing.

If you'd like to contact Will about any of the below, click [here](#).

Give us a little known fact about your organisation

We are the only Tenant Management Organisation in the South-West of England. 30 years ago, residents formed the company which was the vanguard for the wider regeneration of Devonport, once ranked as the most deprived council ward in the country.

Tell us about a time that engagement has made a difference to your services or communities?

- Being on site and knowing our tenants very well leads to many good outcomes. This week alone that has included several quick, easy and cost-effective interventions which protect vulnerable residents and maintain high levels of tenant satisfaction:
- We purchased a set of headphones for a resident who has complex support needs and often spends a lot of time awake all night. The music he was playing led to complaints from a neighbour. We suggested headphones might solve the problem. Without access to the internet or the funds to purchase them, we bought them for him and solved the problem before it escalated.
- We cut back a shrub that was in bloom and had attracted a lot of bees in a tenants garden who has mobility problems and is at risk of anaphylaxis. Although she is responsible for maintaining her own garden, we offer an affordable gardening service to help keep the estate well maintained. She appreciated the intervention to reduce her anxiety about being stung.
- We contacted a 95 year old resident recovering from a back injury to offer to help pick up any items she needed while she was immobile. With no immediate relatives, this meant she didn't need to go into temporary care or hospital as a result.
- A single parent has been facing some challenges. With 5 children, there had been noise complaints from neighbours. We worked with the Landlord to identify a package of support which included signing the children up to our summer activities programme.

What are you currently working on when it comes to engagement?

- We're always looking at ways we can support our residents by helping residents to overcome challenges to thrive. Recent examples include:
- Working with Plymouth Community Homes to offer training courses for local residents from our community meeting rooms.



- We're working with residents to identify the best way to support them during the upcoming major refurbishment of the estate. We're looking into messaging apps, newsletters and a respite space to escape the noise and dust.
- We're piloting a number of subsidised activities to improve health and wellbeing including chair yoga and meditation.

Why did you decide to join Tpas?

To connect with other housing providers and share ideas. And to access training and support as we respond to the changing compliance requirements being placed on all housing providers.

What is your top engagement tip?

Keep things simple, keep your promises.

What's the one thing you are really proud of when it comes to engagement?

We have been able to demonstrate consistently high levels of resident satisfaction over many years. This has included back-to-back continuation ballots held every 5 years, where residents take part in a secret ballot to ask whether they want to see the organisation continue to manage their housing. Our last ballot achieved a 99% vote in favour on a 61% turnout.





