

PRHA  Portsmouth Rotary
Housing Association

Annual Report 2019



About PRHA

Portsmouth Rotary Housing Association owns and manages 162 properties, housing 175 people over the age of 55 in 11 locations across Portsmouth and Fareham.

In this report we review our 2019 achievements and look forward to the challenges that lie ahead.

The report is made available to all PRHA residents and can be downloaded from our website.



Pictured:

PRHA's Southsea residents celebrating 50 years of PRHA

Message from the Chair

It is a particular privilege to have been Chairman of the Board of our Housing Association in its 50th year which enabled me to enjoy receiving the plaudits of so many involved with our Association and in particular our residents, representatives of Portsmouth City Council and Fareham Borough Council and other organisations involved in the housing sector.

The evening not only demonstrated the wonderful work that we do but also the high regard in which we are held in the community. That sense of regard substantially results from the pioneering work of those who set up the Association all those years ago and it was therefore a particular joy to have John Lindsey OBE present on the evening.

From my visits to the various houses during the year, I also receive on behalf of the Association many accolades from residents which is a testament to the hard work and endeavour which is put in by so many involved in the workings of the Association and in particular Steve McNaughton and his team and my fellow Board Members.

In connection with the Board, I am sorry to have to report to you that since the end of the Financial Year Paula Riches has decided to step down as a Board Member to pursue other interests. She has been involved with the Association for some ten years since she became aware of us through her year as Lord Mayor of the City of Portsmouth and she has been a steadfast supporter and participant in the affairs of the Association. The wisdom of her counsel will be much missed from Board meetings but she assures us that she will continue to take interest in the life of the Association.

Prior to Paula's decision, the Board had decided that it wanted to broaden the membership of the Board and therefore had publicly advertised for applications from the public to become Board Members. We had a very encouraging number of candidates all showing considerable enthusiasm and various qualities. From those candidates, I am pleased to say that we have co-opted S J Hunt and Holly Nicol as members of the Board with their appointment as Board members being confirmed at our AGM.

On the subject of Covid-19, our houses have been mercifully free of the virus to date but as you will see from the enclosed Report, we are from every sense i.e. financial and resources able to meet whatever "slings and arrows" may be thrown at us during these difficult times. The Association is in rude health and I am sure that, under the guidance of the Board and our staff, will continue to be so.

Finally, it would be remiss of me not to mention that the Association, among its very many accolades, has received a special award at the EAC Awards 2019 and for which my Vice Chair, John Cogley and Paula Riches travelled to Manchester to collect on our behalf.

Well done to all of you.



Chris Halliwell

Chair - PRHA

Chief Executive Review

I am pleased to write that 2019 was a year of achievement and the year we celebrated our 50th Anniversary. The celebrations held, at the Village Hotel, were a big success.

We invited all who contribute to the work of the Association and 150 guests attended. Attendees included nearly 50 of our residents; past and present employees; contractors and professional advisors; Board and Rotary Club members as well as local Housing Associations and Councillors. Guest of honour was the founding member of the Association, John Lindsey. To celebrate the occasion we reprinted John's short history of the Association.

The 2019-2022 Strategic Plan was launched at our 50th anniversary celebrations. The draft of the plan was the product of discussion generated at Board and staff away days and feedback from residents. The Strategic Plan sets out our social purpose, values and objectives. A copy is available from our website.

2019 was also the year we welcomed residents of two small Almshouse Trusts to PRHA following the transfer of the Hilda Ruth Daley Trust and the Paddon Memorial Trust from Vivid Housing. This is a big achievement for PRHA and we are pleased to report the residents are very happy with the service provided so far.

A significant piece of work undertaken in 2019 was a Stock Condition Survey. The data collected from the survey demonstrated our properties are well maintained. It also highlighted medium to long term maintenance liabilities. Using the data from the survey the Board agreed a 20 year asset management plan that will ensure our properties will continue to meet the requirements for future residents.

Technological improvements continued throughout the year with investment in remote working capability for all staff; modern telephony and the launch of a new website. This improvement has enabled the staff team to continue to deliver services during the Covid-19 pandemic that is taking place at the time of writing the 2019 Annual Report. The improvements have continued into 2020 with the introduction of digital signage at our sheltered housing schemes and SMS technology that enables our residents to communicate to the staff team via a dedicated text number.

You will read on page 5 of this report more of our achievements from 2019. The scope of the achievements reflect the hard work of the staff team and the commitment of Board members to enhance the quality of life for people living in PRHA properties. Despite the challenging start to 2020 the Association remains in a good position to meet our strategic objectives and ensure that our properties are safe, secure and well maintained.

Steve McNaughton

Chief Executive



PRHA in 2019 - the highlights



Installation of 7 wet rooms and 13 walk in showers



14 aids and adaptations completed



Elderly Accommodation Counsel National Award Winners - Bronze



Elderly Accommodation Counsel Regional Award Winners - Gold



303 resident activities including coffee mornings and special events



Formation of resident social committees at 2 sheltered housing schemes



Review of governance to include formation of Audit Committee



Completion of cleaning contract review



Enabling remote working for all staff



Launching of New Website



Completion of Stock Condition Survey



Transfer of two Almshouse Trusts to PRHA



Redecoration of common parts at Lindsey House



Agreed new Void Standard

Upper Quartile Performance

94%

Resident Satisfaction with landlord

8 days

Standard void re-let time

0.75%

Rent arrears

100%

Gas Safety Compliance

100%

Electrical Safety Compliance

98.2%

Energy Performance Compliance



Rotary Housing has provided me with a palace of a new home. I love it so very much. It is perfect for my needs and fulfils all my requirements. The residents are all friendly and helpful which is comforting. The staff have acted with such grace and support which has made the process very much easier for me to make the changes in my life."

JUDITH

Pictured:

CEO Steve McNaughton addresses the audience at PRHA's 50th anniversary celebrations

You said, we did...

At PRHA we are proud of our high level of resident satisfaction. Below are just some examples of where we have acted on resident feedback to improve the buildings they live in:

- 
Charles Clark House
 Conversion of unused space to create a larger, modernised laundry facility
- 
Charles Clark House
 New Furniture for the shared lounge
- 
Charles Clark House
 New awning and ramp installed for rear garden
- 
Charles Clark House
 Digital dementia friendly memory clock installed
- 
Woodpath House
 New Furniture for the shared lounge
- 
Woodpath House
 New communal fridge and freezer purchased
- 
Lindsey House
 New Communal oven purchased
- 
Harrison House
 Digital dementia friendly memory clock installed
- 
Harrison House
 New Car Park lighting installed to improve security
- 
Stacpoole House
 Sensor activated lighting installed in communal area
- 
Allenby Court
 Improved external lighting



It was a real relief to be offered a flat at by Portsmouth Rotary Housing who I received the phone number from a neighbour whose Mother was in one their properties, because at the time I was in Bed and Breakfast Accommodation.

What I had not expected was the warm welcome I have received from the residents and lovely management. It really does feel like home."

ALBERT R



"

I am pleased with my accommodation and although small I have the facility of using the communal lounge, kitchen and garden to entertain my family and friends which I am happy with. The car park is also a big bonus as one can sit and watch wild birds in the bird bath and in the trees. I can also exercise in the garden when I am able. To finish I get on well with all other residents and have no complaints."

JOHN B**Pictured:**All smiles at PRHA's 50th Anniversary Celebrations

The Association's Finances

In 2019 the Association produced a surplus amounting to £179,238 (2018: £1,381). The increase reflects good void performance, unrealised gains on investments and lower compliance costs compared to 2018. Monies continue to be reinvested into the infrastructure of our properties maintaining them to a high standard with £249,175 of expenditure on repairs and renewals (2018: £297,379), costs were higher in 2018 due to significant investment at Lindsey House in Southsea.

The Association's cash and money market investments have increased to £735,768 (2018: £601,284), reflecting cash generated for the year.

The designated £1 million reserve set aside for future developments continues to be held for future expansion. Investments increased in value by 18.21% this year to £622,015 (2018: £526,186), which reflects market conditions over the course of 2019.

This report does not constitute a full set of audited financial statements. A copy of the full audited financial statements is available from PRHA of which extracts are set out below:

Income and expenditure Account

for the year ended 31 December 2019

	2019 £'000	2018 £'000
INCOME		
Rent and Services Charges	932	911
Other Income	9	7
Interest and Dividends Received	17	18
Government Grants Received	56	57
Other Gains on Investments	84	-
	1,098	993
EXPENDITURE		
Employee Costs	210	173
Property Repairs and Maintenance	249	297
Other Operating Costs	460	451
Other Losses on Investments	-	43
	919	964
Interest Paid	-	27
	991	991
Surplus for Financial Year	179	2
Transfer to/(from) Reserves:		
Other Reserves	-	-
Revaluation Reserve	-	-
	-	-
Surplus for Financial Year after Transfer to/(from) Reserves	179	2
Retained Surplus at 1 January 2019	4,194	4,192
	4,373	4,194
Retained Surplus at 31 December 2019	4,373	4,194

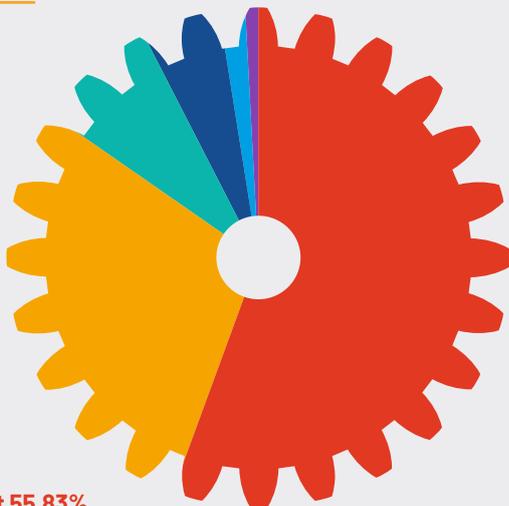
The Association's Finances (Continued)

Balance Sheet

as at 31 December 2019

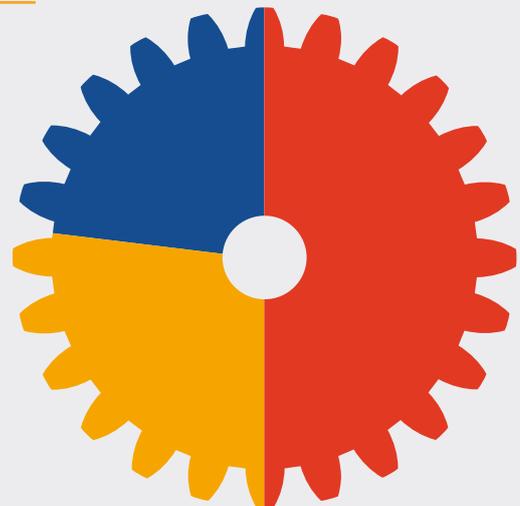
	2019 £'000	2018 £'000
ASSETS OF THE ASSOCIATION		
Housing Properties	4,660	4,752
Other Fixed Assets	207	206
Investments	622	526
TOTAL FIXED ASSETS	5,489	5,484
CURRENT ASSETS		
Debtors	20	19
Cash at Bank and in Hand	736	601
	756	620
CURRENT LIABILITIES		
Creditors	(126)	(107)
Deferred Income	(56)	(56)
TOTAL ASSETS	6,063	5,941
Financed by:		
Deferred Grants	1,690	1,747
Shares/Designated Reserves	1,370	1,370
Income and Expenditure Account	3,003	2,824
	6,063	5,941

Income



Rent 55.83%
Services 29.05%
Gains on investments 7.65%
Grant income 5.10%
Interest and Dividends Received 1.55%
Other income 0.82%

Expenditure



Other operating costs 50.04%
Property repairs and maintenance 27.11%
Employee costs 22.85%

Board of Management and Governance

PRHA has a voluntary Board of management that meets 6 to 8 times per year. The Board sets the strategic direction of the business and ensures the quality of operational performance remains good, comparing favourably with our peers. PRHA operates in line with the National Housing Federation's code of governance published in 2015 and the Chief Executive supports the Board in ensuring compliance with the code.

Board Members:



Chris Halliwell
Chair - Solicitor



John Cogley
Vice Chair - Retired Chartered Engineer



Julie Nethercote
Charity Deputy Manager



Richard Perry
Retired Chartered Accountant (FCA)



Alec Smith
Retired Insurance Broker



Geoffrey Palmer
Retired Businessman



Maria Jewitt
Wedding Registrar



S J Hunt
Company Chief Executive



Holly Nicol
Chartered Planning and Development Surveyor

PRHA Staff Team:



Steve McNaughton
Chief Executive



Joe Nicholson
Housing Manager



Linsey Warbuton
Finance Officer



Sam Taylor
Scheme Manager



Sue Gordon
Scheme Manager



Dawn Muscat
Housing Assistant



Agne Matisjosuite
Housing Services Assistant

Rotary House
2A Ruskin Road
Portsmouth
PO4 8RQ

Registered Office:
Station House
North Street
Havant
PO9 1QU

Affiliated to the National Housing Federation and Registered
with the Homes and Communities Agency No: L0686
A Registered Society under the Co-operative and Community
Benefit Societies Act 2014 NO: 18951R

Tel: 023 9275 4791

www.prha.co.uk



Accountants:

MORRIS CROCKER, Station House, North Street, Havant. PO9 1QU.

Auditors:

JONES AVENS, Piper House, 4 Dukes Court, Bognor Rd, Chichester. PO19 8FX.

Solicitors:

BLAKE MORGAN, New Kings Court, Tollgate, Chandlers Ford, Eastleigh. SO53 3LG.

Bankers:

NATIONAL WESTMINSTER BANK PLC, 130 Commercial Rd, Portsmouth. PO1 1ES.

SANTANDER UK PLC, 2nd Floor, 103 Commercial Rd, Portsmouth. PO1 1BG.

LLOYDS BANK PLC, 38 London Road, North End, Portsmouth. PO2 0LN.

Investment advisors:

CHARLES STANLEY & CO. LIMITED, 55 Bishopsgate, London. EC2N 3AS.

Insurance brokers:

ARTHUR J. GALLAGHER INSURANCE BROKERS LTD, Spectrum Building,
7th Floor, 55 Blythswood Street, Glasgow. G2 7AT.

Legal advisor:

CAPSTICKS, Staple House, Staple Gardens, Winchester. SO23 8SR.