
Annual Report 2020



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 2020 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:
Accommodation at
LindseyHouse

Message from the Chair

2020 will be remembered as the year of the global Covid-19 pandemic which has left its mark on us all. On behalf of the Board, I would like to thank all our employees for their continued commitment to one another and to our residents, which has been remarkable amidst these challenges.

I am sure I am not alone in feeling deep sympathy for everyone touched by the terrible impact of the virus. In everything we have done this year, we have endeavored to treat our residents and employees with compassion and fairly.

We have confidence in our ability to continue to deliver the goals of the Association because of the team we have and the way in which we work. The Board has an important role to play in promoting this culture that ensures long-term success and this year, in addition to the relentless focus on the safety of our residents and employees, we have also focused on defining the values that will enable us to continue to develop the Association in the future.

Our agile approach and resilient business model also allowed us to look beyond the immediate pandemic and plan for the long-term. As you will see from the Chief Executive's review, the Board and employees have managed to fulfill many of the strategic objectives which we established back in 2019. Our strong balance sheet and robust liquidity allow us to invest with confidence in improving the accommodation for our residents and we are also continually trying to identify opportunities to increase the housing stock which we can make available for use.

As we approach the Association's AGM, I am reporting to you with some changes within the personnel of the Board.

2021 will be a year transition for the board and I would like to express my gratitude to the contributions made by Alec Smith and Richard Perry who, after many years of service, will be retiring at the AGM. There is no doubt that without their contributions the Association would not be the flourishing and positive body that it now is. We wish him well for the future.

Also, S.J Hunt after a year on the board, has decided to leave to focus on other interests. We have benefited from the wisdom of her counsel during her time as a Board member.

Thanks are due to them and to all our other Board Members for their continued, unstinting contribution to the Association.

We are now looking to recruit some new Board Members to carry on the good work and hopefully by the time of the AGM we will be in a position to make an announcement in this regard.

Difficult times often cause us to step back and look again at our priorities. This year when I step back and consider our performance I am inspired by the strength of our culture, and the commitment of our employees and the Board.



Chris Halliwell

Chair - PRHA

Chief Executive Review

2020 was a year like no other and our overriding thoughts are with those who have suffered as a result of the coronavirus pandemic.

Despite the challenges of the pandemic, the association has been able to demonstrate it is financially secure and continues to commit to delivering excellent services. Our prior investment in modern information technology supported a smooth transition to remote working from March 2020. The social distancing restrictions in place as a result of the pandemic meant that some of the works planned for 2020 have been deferred to 2021 and 2022. Nevertheless we were able to deliver a range of improvements including installing walk in showers and kitchens at empty properties; improving the décor of common hallways of two sheltered housing schemes; and converting a garage into storage for electric scooters.

Our strong financial performance was aided by upper quartile income collection performance with an arrears percentage of 0.83% of the annual rent and service charge debit. Income lost from empty properties increased from the excellent performance of the previous year but remained within target at 1.63% of the annual rent and service charge debit.

Governance of the association was strengthened by reviewing our business continuity plan; adopting the Housing Ombudsman's 2020 complaint handling code; drafting new board terms of reference; and revising our financial regulations.

The association has achieved 8 out of 9 of the overarching objectives set out in the 2019-2022 strategic plan. We are looking forward to planning for forthcoming years, plans that will include continuing to develop the association's approach to reducing our carbon footprint; ensure ongoing investment takes place to our properties; and implement modest plans to build new homes.

Finally, I would like to pay tribute to the staff team who have effectively ensured all PRHA's buildings continue to be secure, safe and well-maintained places to live, where resident feedback continues to be positive.



Steve McNaughton

Chief Executive



PRHA in 2020 - Key Achievements

The scope of the 2020 achievements reflect the hard work of staff and the commitment of PRHA's board to enhance the quality of life for people living in PRHA properties.



27 showers installed including 10 wet rooms



New lounge and dining room furniture purchased for Harrison House



Installation of a rear entrance automatic door at Lindsey House



Redecoration of the communal corridors at Charles Clark House and Woodpath House in dementia friendly colours



5 new kitchens installed as properties became vacant



81 repairs and upgrades to fire detection equipment, protecting tenants and supporting PRHA's compliance with the Fire Safety Legislation and British Standards



Energy efficient lighting installed in the communal corridors of Charles Clark House



Energy efficient lighting installed in the ground floor corridors of Woodpath House



Garage at Woodpath House repurposed as dedicated scooter storage for tenants

Upper Quartile Performance

94%
Resident Satisfaction with PRHA

11 days
Standard void re-let time

0.83%
Rent arrears

100%
Electrical Installation Certificates

100%
Gas Safety Compliance

100%
EPC

100%
Asbestos Compliance

100%
Fire Risk Assessments

100%
Legionella Risk Assessments

Complaints

0 complaints received compared to 1 in 2019



It is very peaceful living here and I am so glad that I was offered my studio flat. The PRHA staff are very helpful and will go above and beyond. I consider myself very lucky to live here"

ELAINE



Many thanks for all your help.. My new place is wonderful...Send my thanks to all at PRHA"

SIMON

Pictured:
New kitchen at
Lindsey House

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:



Stacpoole House

New PIR sensor lights installed in shared hallway to help visually impaired residents



Charles Clark House

Refuse and storage areas were repurposed to create scooter storage facilities



Lindsey House

Residents reported that the rear entrance door was difficult to open and close – a new automatic door was installed



Allenby Court

The patio and path to the rear of Allenby Court was re-laid and relevelled



Harrison House

New car park signage installed



Harrison House

A new sun parasol purchased for the garden



Charles Clark House

A rotary washing line was purchase for residents living in the annexe



Harrison House

New external electrical points installed



Just to say thank you and it's great that Rotary invests in their buildings and assists their residents with any enquiries or problems they have."

SALLY



Just a note to Steve, Joe etc. to say thank you for all the work that has been done in Charles Clark House. It looks terrific. All the floors and the stair cases. I would be amazed if all the residents did not feel the same way"

ROGER



Staff wonderful,
accommodation
wonderful, all
wonderful"

—
DAVE



I would like to take this
opportunity to tell you how
grateful and thankful I am
for my beautiful home....
Thank you for all you do."

—
MARIA



The Association's Finances

This year the Association produced a surplus amounting to £199,772 (2019: £179,238). This surplus reflects reduced property repairs and maintenance costs, with less major works carried out due to Covid-19 and lower operating costs. The association reinvested into the infrastructure of our properties to ensure high standards of maintenance and compliance with legislation. A total of £197,744 of expenditure on repairs and renewals was spent during the year compared to £249,175 in 2019. Major works were capitalised within the cost of housing properties on the balance sheet, such as replacing and upgrading bathrooms, kitchens amounted to a further £90,641 (2019: £57,464).

The Association's cash and money market investments have increased to £872,637 (2019: £735,768), 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 6.91% this year to £665,007 (2019: £622,015), which reflects market conditions over the course of the year which have been recovering since the pandemic-related sell off in early 2020.

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

Income and expenditure Account

for the year ended 31 December 2020

	2020	2019
	£'000	£'000
INCOME		
Rent and Services Charges	941	932
Other Income	14	9
Interest and Dividends Received	14	17
Government Grants Received	56	56
Other Gains on Investments	35	84
	1,060	1,098
EXPENDITURE		
Employee Costs	219	210
Property Repairs and Maintenance	198	249
Other Operating Costs	443	460
Other Losses on Investments	-	-
	860	919
Surplus for Financial Year	200	179
Transfer to/(from) Reserves:		
Other Reserves	-	-
Revaluation Reserve	-	-
	200	179
Surplus for Financial Year after Transfer to/(from) Reserves	200	179
Retained Surplus at 1 January 2019	4,373	4,194
	4,573	4,373
Retained Surplus at 31 December 2019	4,573	4,373

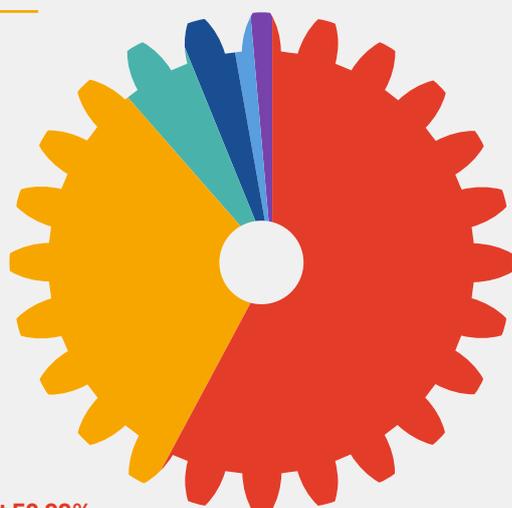
The Association's Finances (Continued)

Balance Sheet

as at 31 December 2020

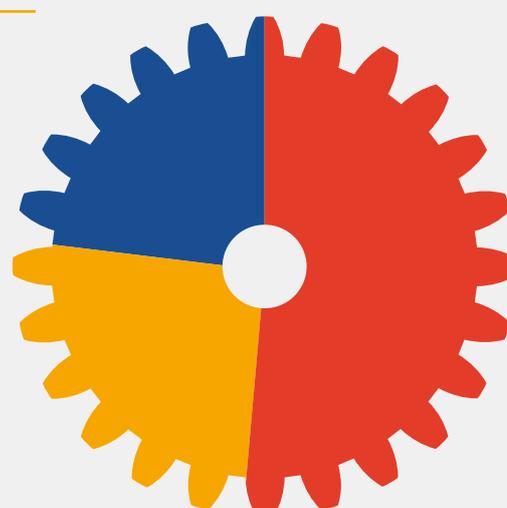
	2020 £'000	2019 £'000
ASSETS OF THE ASSOCIATION		
Housing Properties	4,594	4,660
Other Fixed Assets	204	207
Investments	665	622
TOTAL FIXED ASSETS	5,463	5,489
CURRENT ASSETS		
Debtors	57	20
Cash at Bank and in Hand	873	736
	930	756
CURRENT LIABILITIES		
Creditors	(129)	(126)
Deferred Income	(56)	(56)
TOTAL ASSETS	6,208	6,063
Financed by:		
Deferred Grants	1,635	1,690
Shares/Designated Reserves	1,370	1,370
Income and Expenditure Account	3,203	3,003
	6,208	6,063

Income



Rent 58.02%
Services 30.75%
Gains on investments 3.30%
Grant income 5.28%
Interest and Dividends Received 1.32%
Other income 1.32%

Expenditure



Other operating costs 51.51%
Employee costs 25.47%
Property repairs and maintenance 23.02%

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 is compliant with the 2015 National Housing Federation code of governance. In April 2021 the Board agreed to replace the 2015 code with the revised 2020 code and will report compliance with the code in future annual reports.

Board Members:



Chris Halliwell
Chair - Solicitor



John Cogley
Vice Chair -
Retired Chartered Engineer



Julie Nethercote
Charity Deputy Manager



Richard Perry
Retired Chartered Accountant (FCA),
retiring July 2021



Alec Smith
Retired Insurance Broker,
retiring July 2021



Geoffrey Palmer
Retired Businessman



Maria Jewitt
Wedding Registrar



S J Hunt
Company Chief Executive,
resigned April 2021



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



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

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.