

**PRHA**



Portsmouth Rotary  
Housing Association

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# Annual Report 2021





## About PRHA

Founded in 1968, Portsmouth Rotary Housing Association owns 162 properties, housing 175 people over the age of 55 in 11 locations across Portsmouth and Fareham. We are regulated by the Regulator of Social Housing and Corporate Trustee of two small Almshouse charities, The Paddon Memorial Trust and Hilda Ruth Daley Trust.

From March 2022 we entered into an agreement to manage 26 properties owned by the Almshouse charity, Portsmouth and District Friendly Society Homes. This agreement increased the total number of properties managed by the association to 188.

This Annual Report provides a review of 2021 and summarises some of our future plans.

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

## Message from the Chair

As you will read from this Report, 2021 has been another very successful one, both in terms of the service which we have provided to our residents as well as financially.

We continue to work hard on upgrading and modernising the accommodation which we provide and also are expanding our portfolio of properties under our management.

At the same time, the Board is looking to the longer term and in November 2021, we discussed strategic priorities and agreed our 2023-2028 strategic plan which is to be published during this calendar year.

When I wrote this piece last year, we were looking to appoint some new Board members and I am pleased to be able to report that we were very successful in this and co-opted onto the Board Don Kent, Paul Shergold and James Yates who will be put forward for election at 2022 AGM. The new members bring a variety of skills and embrace our much cherished values.

Sadly, I have to report that at the Annual General Meeting, it will be the case that Geoffrey Palmer is retiring from the Board and is not standing for re-election. Geoffrey has over many years, given the benefit of his business acumen with a human touch and he will be much missed. All of our thanks go to him for his valued contribution.

From my point of view, I have decided to step back as Chair of the Board after seven years and therefore at the next Board Meeting in July, a new Chair will be elected by the Board members. It has been a privilege to be Chairman of the Board of such a prestigious organisation and I must pay tribute to those who have assisted me in so many ways including in particular, two Chief Executives, Graham Cole and Steve McNaughton and the two Housing Managers, Anthony Smyth and Joe



**Chris Halliwell**  
Chair

Nicholson. Thanks should also be extended to all of the staff and in particular to Sue Gordon who has recently retired after many years of service with the Association and in particular in her role as Scheme Manager for Lindsey House

I would also like to take this opportunity to thank my fellow Board Members for their support which they give voluntarily and very willingly and to wish my successor, whosoever she or he may be, the very best in the future.

Charles Clark House

**PRHA** Personal **Responsible** Honest **Ambitious**



# Chief Executive Review

As you will read from this Report, 2021 has been another very successful one, both in terms of the service which we have provided to our residents as well as financially.

Throughout 2021 the coronavirus pandemic continued to have an impact on the work of the Association. This was characterised by a 72% increase in properties becoming empty compared to the previous year.

The increase in empty properties had a negative financial impact with the percentage of rental income lost due to properties being empty increasing from 1.63% in 2020 to 3.34% in 2021. This higher number of empty properties combined with supply chain and staffing challenges experienced by contractors who took longer to undertake property refurbishments compared to previous years.

Despite the challenges presented by the pandemic the overall performance of the association remained positive. This was illustrated by upper quartile income collection performance recording an arrear percentage of 0.51% of the annual rent and service charge debit and reporting a surplus of £176,386 for the year.



**Steve McNaughton**  
Chief Executive

Pre-pandemic the association invested in IT capability that enabled services to be delivered to a high standard throughout the year. This high standard of service was reflected in an independently validated 97% tenant satisfaction score that underlined our commitment to tenants and ensuring our properties are safe, secure and well maintained.

The association did however receive one complaint in 2021. The complaint was referred to the Housing Ombudsman who found that there was no case of maladministration to be made against PRHA.



Stratton Lodge

# PRHA in 2021 – Key Achievements

The scope of the 2021 achievements reflect the hard work of staff and the commitment of PRHA's board to enhance the quality of people living in PRHA properties.



**97% tenant satisfaction score**



**Establishing an Asset Management and Development Committee to oversee the work of the Association's route to zero carbon; scrutinising the asset plan; and reviewing re-modelling and development options**



**Establishing a Tenant Scrutiny Panel**



**Achieving the objectives of the 2019-22 Strategic Plan and meeting to discuss and agree future objectives**



**Properties let at first viewing increased from 80% to 88%**



**Commenced re-modelling plans to convert two small studio flats into a one bedroom dwelling and convert a 3 bedroom former scheme manager accommodation to two one bedroom flats**



**Installing 5 wet rooms and 13 showers as part of the Association's strategic objective to reduce inaccessible baths**



**Adopting the National Housing Federation 2020 code of governance**

## 2022 and onwards

For 2022 we have plans to continue to invest in our properties and improve our services to including modernising our property management software to include a tenant app and enhanced automation.

Finally, I would like to pay tribute to the staff team who have worked hard throughout the year to ensure PRHA's buildings continue to be secure, safe and well-maintained places to live, where overall tenant satisfaction continues to score over 95%.





Just a note to say thank you to Steve, Jo etc to say thank you for all the work that has been done in Charles Clark House. It looks terrific... better than a lot of private blocks in Portsmouth!

MR C, JANUARY 2021



I would like to take this opportunity to tell you how grateful and thankful I am for my beautiful home. This space is the first time I have really felt safe, thank you for all you do.

MRS J, APRIL 2021

Charles Clark House

## You Said We Did...

At PRHA we are proud of our high level of resident satisfaction. Each year we publicise examples of acting on resident feedback to improve the quality of the buildings they live in:



### Charles Clark House

Created a new charging facility for mobility scooter storage



### Harrison House

Installed new kitchen appliances in the shared kitchen



### Harrison House

Purchased a 2 Seater arm chair for resident's lounge



### Lindsey House

Installed a new TV resident's lounge



### Lindsey House

New Freezer purchased resident's lounge



### Queen Street

Replaced rear entrance door



### Woodpath House

Purchased a motorised sun awning



### Woodpath House

Installed a new bike storage rack



### Woodpath House

Installed upgraded laundry equipment



### 2 Sheltered sites

Increased the communal freezer capacity with new appliances



### 3 Sheltered sites

Installed new Garden Furniture at 3 sheltered sites



These are beautiful flats, warm secure and comfortable. I very much appreciate the way you have looked after me.

MRS A, JANUARY 2021





It's a pleasure to come home.

MR B, JANUARY 2021



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

MR S, APRIL 2021

PRHA Fareham

## The Association's Finances

This year the Association produced a surplus amounting to £176,386 (2020: £199,772). This reduction in the surplus reflects higher property repairs and maintenance costs, with more works carried out due to the relaxing of Covid-19 restrictions in 2021 and work required during void periods to re-let properties. The higher costs are offset by an unrealised gain on investments of £86,186 (2020: £34,504). Monies continue to be reinvested into the infrastructure of our properties maintaining them to a high standard with £270,859 of expenditure on repairs and renewals (2020: £197,744), major works capitalised within the cost of housing properties on the balance sheet, such as replacing and upgrading bathrooms, kitchens and the start of conversion works to Stratton Lodge amounted to a further £86,350 (2020: £90,641).

The Association's cash and money market investments have increased to £949,033 (2020: £872,637), 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 14.91% this year to £764,164 (2020: £665,007), which reflects market conditions over the course of the year.

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 2021

	2021 £'000	2020 £'000
<b>INCOME</b>		
Rent and Services Charges	946	941
Other Income	13	14
Interest and Dividends Received	18	14
Government Grants Received	56	56
Other Gains on Investments	86	35
	1,119	1,060
<b>EXPENDITURE</b>		
Employee Costs	208	219
Property Repairs and Maintenance	272	198
Other Operating Costs	463	443
Other Losses on Investments	-	-
	943	860
Surplus for Financial Year	176	200
Transfer to/(from) Reserves:		
Other Reserves	-	-
Revaluation Reserve	-	-
	176	200
Surplus for Financial Year after Transfer to/(from) Reserves	176	200
Retained Surplus at 1 January 2021	4,573	4,373
	4,749	4,573
Retained Surplus at 31 December 2021	4,749	4,573



## The Association's Finances (Continued)

### Balance Sheet

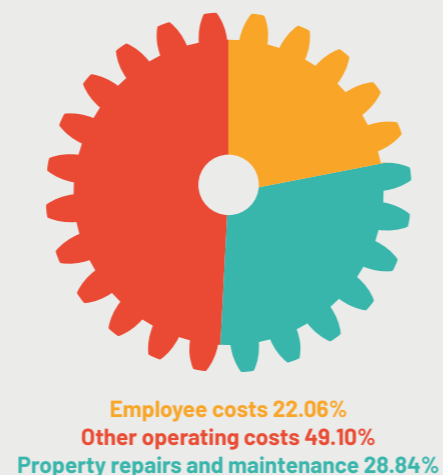
as at 31 December 2021

	2021	2020
	£'000	£'000
<b>ASSETS OF THE ASSOCIATION</b>		
Housing Properties	4,525	4,594
Other Fixed Assets	196	204
Investments	764	665
<b>TOTAL FIXED ASSETS</b>	<b>5,485</b>	<b>5,463</b>
<b>CURRENT ASSETS</b>		
Debtors	26	57
Cash at Bank and in Hand	949	873
	975	930
<b>CURRENT LIABILITIES</b>		
Creditors	(76)	(129)
Deferred Income	(56)	(56)
<b>TOTAL ASSETS</b>	<b>6,328</b>	<b>6,208</b>
<b>Financed by:</b>		
Deferred Grants	1,579	1,635
Shares/Designated Reserves	1,370	1,370
Income and Expenditure Account	3,379	3,203
	6,328	6,208

### Income



### Expenditure



## 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
-  **John Cogley**  
Vice chair
-  **Julie Nethercote**  
Charity Deputy Manager
-  **Geoff Palmer**  
Retired Businessman
-  **Maria Jewitt**  
Wedding Registrar
-  **Don Kent**  
xxx
-  **Holly Yaxley**  
xxx
-  **Jim Yates**  
xxx
-  **Paul Shergold**  
xxx

### PRHA Staff Team:

-  **Steve McNaughton**  
Chief Executive
-  **Joe Nicholson**  
Housing Manager
-  **Linsey Warbuton**  
Finance Officer
-  **Samantha Taylor**  
Scheme Manager
-  **Sue Gordon**  
Scheme Manager
-  **Agne Matijosute**  
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](http://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. S053 3LG.  
CAPSTICKS, Staple House, Staple Gardens, Winchester. S023 8SR.

**Bankers:**

NATIONAL WESTMINSTER BANK PLC, 130 Commercial Rd, Portsmouth. P01  
1ES. SANTANDER UK PLC, 2nd Floor, 103 Commercial Rd, Portsmouth. P01 1BG.  
LLOYDS BANK PLC, 38 London Road, North End, Portsmouth. P02 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.