

# Annual Report 2022





## About PRHA

Founded in 1968, Portsmouth Rotary Housing Association owns 161 properties, housing people over the age of 55 in 11 locations across Portsmouth and Fareham. The Association is regulated by the Regulator of Social Housing and a Corporate Trustee of The Paddon Memorial Charities, an almshouse charity.

With over 50 years' experience in providing older persons accommodation, in March 2022 PRHA 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 187.

This Annual Report provides a review of 2022, summarising the organisation's performance, achievements and future plans.

The report is made available to all PRHA residents and can be downloaded from [www.prha.co.uk](http://www.prha.co.uk).



We are truly blessed to have PRHA – safe, secure and happy, what more could you want?

MS S



# Message from the Chair

As was mentioned in last year's "Message from the Chair", Chris Halliwell stepped down from the role of Chair at the AGM in 2022 and I am honoured to have been elected as his successor. I would therefore like to thank Chris for seven successful years as Chair of PRHA. In particular I am personally very grateful for his assistance in handing over an Association that is performing well and in excellent health despite the recent issues surrounding Covid and the cost-of-living crisis.

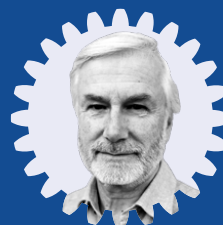
2022 was a very busy year and has certainly presented the Association with a number of challenges but, with the continued help of Steve McNaughton, his excellent team and the support of the Board, we have achieved another successful year.

Particular highlights include the merger of the two Almshouse Charities that we manage in order to create a single charity and taking on the management of the properties owned by Portsmouth and District Friendly Societies Homes.

We have undertaken significant investment to upgrade facilities, such as installation of walk in showers and wet rooms; enhanced fire safety measures; redecoration of common parts and initiating a lift modernisation programme.

I am also very pleased to note the continued high level of customer satisfaction which is largely due to the much-appreciated effort of PRHA's dedicated staff team.

However, increasing costs allied to a reduction in the value of some of our investment reserves (which have subsequently seen a partial recovery) will put pressure on the Association as we look to the future.



**Jim Yates**

Chair - PRHA

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



# Chief Executive Review

2022 was characterised by the well publicised impact of economic and geo-political instability. This placed significant pressures on our tenants as well as increased costs to the business.

The healthy finances of the business meant that we were able to continue to invest in our properties and to deliver excellent services. Tenant satisfaction remained strong with one complaint received, the same as the previous year, and strong income collection performance with an upper quartile arrears percentage of 1.1%

As with 2021, there was a high turnover of properties which, although had a negative financial impact, meant we were able to provide a positive customer impact by providing good quality, low-cost homes to 24 people in need of housing.

The Association's commitment to investing in new IT applications continued throughout 2022. A new and modern property management software was deployed to better facilitate mobile working; provide a tenant app to promote engagement and automate features that enhanced our approach to landlord health and safety compliance monitoring. The year on year investment in technology places PRHA at the forefront of innovation.

PRHA's modern approach, combined with excellent performance, enabled the Association to begin delivering management services to Portsmouth and District Friendly Society Homes (PDFSH) from March 2022. PDFSH are an Almshouse charity located in the Milton district of Portsmouth providing housing to people in need over the age of 55 across 26 dwellings.

The agreement with PDFSH means that, since 2018, the number of properties either owned or managed by PRHA has increased from 155 to 188, an increase of 21%.

We also strengthened our governance framework during the year by adopting a board member code of conduct; reviewing and updating the risk register and financial regulations; and undertaking a self-assessment measuring our compliance with 2020 NHF Code of Governance adopted by the board.

Despite the challenges presented in 2022, we view the year as a success and look forward to continuing to make a difference to the lives of people living in our properties. I would like to pay tribute to the staff team and the board for their excellent work during the year.



**Steve McNaughton**

Chief Executive



## PRHA in 2022 – Key Achievements

The scope of the 2022 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:



**24 properties refurbished, modernised and re-let to new tenants**



**New CCTV with more cameras installed at Lindsey House**



**Redundant communal bathroom converted to a laundry room in Lindsey House**



**Conversion of a studio property into a modern one-bedroom property**



**Energy efficient lighting installed at Stratton Lodge**



**11 new shower rooms and 10 new kitchens installed as properties became vacant**



**Conversion of two small studio properties into a modern, one-bedroom property**



**Redundant communal bathroom converted into a drying room in Woodpath House**



**Garage at Lindsey House repurposed as a dedicated scooter and bike store for tenants**



**Conversion of the former Scheme Manager property at Lindsey House to create 2, modern one-bedroom properties**



**The merger of the two Almshouse Charities onto one charity**



**14 Aids and Adaptations installed to support tenants in their own home**



A big thank you for the care and kindness you give to us all

MR P

# 2022 Performance Highlights

## Upper Quartile Performance

**97%**

Overall Resident Satisfaction with PRHA

**1.1%**

Rent Arrears

**32**

Major Repairs completed

**676**

Reactive Repairs completed

**100%**

Gas Safety Compliance

**100%**

Energy Performance Certificates

**83%**

properties with EPC "C" or higher

**100%**

Electrical Installation Reports

**100%**

LOLER Compliance

**100%**

Asbestos Compliance

**100%**

Current Legionella &amp; Fire Risk Assessments

## Complaints

**1** Complaint Received in 2022

## You said, we did...

Listening to tenant requests is integral to shaping our services. Many of PRHA's 2022 Key Achievements were actioned following tenant feedback. Each year we publish examples of where we have acted on tenant requests to improve the quality of our sites:



### Woodpath House

New drying room created



### Lindsey House

Unused communal bathroom converted to a laundry room



### Woodpath & Lindsey House

Garden furniture purchased



### All PRHA Sites

Bedding plants and compost delivered to schemes bringing colour to the gardens



### Stratton Lodge

Purchased a new dryer



### Lindsey House

Installation of new CCTV to reassure tenants



### Lindsey House

Conversion of garage into a scooter and bike store



### Harrison House

Additional laundry machine purchased to improve capacity



### Woodpath House

Sensor lights installed in 3 communal rooms to help those with reduced vision and save energy



Fun, laughter, upliftment and dare I say, a little more knowledge and appreciation of what we have now, a larger family

MS F



A big thank you for the care and kindness you give to us all

MR P





We love it here!

MRS W



Wow - PRHA never stop giving!  
Thank you for my Christmas  
card, Tesco voucher and  
Christmas hamper

MS M



# The Association's Finances

During 2022 the Association reported a deficit amounting to £121,740 compared to a 2021 surplus of £176,386. This deficit was in the main due to the impact of global economic conditions where the value of our investments were reduced by £114,056.

The deficit was also impacted by a significant increase in the cost to repair and maintain our properties during the year and the higher than average number of properties becoming empty. Properties becoming empty resulted in reduced income and increased expenditure incurred to ensure vacant dwellings are of a good standard for incoming tenants.

In total £351,975 was invested to ensure our sites are safe and well maintained places to live. This represented an increase of 29% compared to 2021.

Major works capitalised within the cost of housing properties on the balance sheet, such as replacing and upgrading bathrooms, kitchens and remodelling works to amounted to a further £128,582 (2021: £86,350).

Cash generated from operations cash position reduced during the year from £159,106 in 2021 to £32,901. The end of year cash at bank position was £857,059 (2021: £949,701). The reduced cash position reflected the increase in costs experienced during the year.

This report does not constitute a full set of audited financial statements. A copy of the full audited financial statements is available on request, of which extracts are set out overleaf.

## Income and Expenditure Account

for the year ended 31 December 2022

	2022 £'000	2021 £'000
<b>INCOME</b>		
Rent and Services Charges	975	946
Other Income	14	13
Interest and Dividends Received	18	18
Government Grants Received	56	56
Other Gains on Investments	-114	86
	949	1,119
<b>EXPENDITURE</b>		
Employee Costs	202	208
Property Repairs and Maintenance	351	272
Other Operating Costs	517	463
	1070	943
Surplus for Financial Year	200	179
Transfer to/(from) Reserves: Other Reserves	-	-
Revaluation Reserve	-	-
Surplus for Financial Year after Transfer to/(from) Reserves	-121	176
Retained Surplus at 1 January 2022	4,749	4,573
Retained Surplus at 31 December 2022	4,628	4,749

## The Association's Finances (Continued)

### Balance Sheet

as at 31 December 2022

	2022 £'000	2021 £'000
<b>ASSETS OF THE ASSOCIATION</b>		
Housing Properties	4,518	4,525
Other Fixed Assets	193	196
Investments	660	764
<b>TOTAL FIXED ASSETS</b>	<b>5,371</b>	<b>5,485</b>
<b>CURRENT ASSETS</b>		
Debtors	57	26
Cash at Bank and in Hand	857	949
	<b>914</b>	<b>975</b>
<b>CURRENT LIABILITIES</b>		
Creditors	(78)	(76)
Deferred Income	(56)	(56)
<b>TOTAL ASSETS</b>	<b>6,151</b>	<b>6,328</b>
<b>Financed by:</b> Deferred Grants	1,523	1,579
Shares/Designated Reserves	1,370	1,370
Income and Expenditure Account	3,257	3,379
	<b>6,150</b>	<b>6,328</b>

### Income



**Rents – 61.6%**  
**Services – 31.9%**  
**Grant Income – 5.2%**  
**Other – 1.3%**

### Expenditure



**Employees Costs – 20.14%**  
**Property Repairs & Maintenance – 33.99%**  
**Other Operating Costs – 45.87%**



# 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:



**Jim Yates**  
Chair – FRICS Surveyor Retired



**John Cogley**  
Vice Chair – Retired  
Chartered Engineer



**Chris Halliwell**  
Solicitor



**Julie Nethercote**  
Charity Deputy Manager



**Geoffrey Palmer**  
Retired Businessman



**Maria Jewitt**  
Wedding Registrar



**Don Kent**  
Retired Military Logistics Officer



**Holly Yaxley**  
Senior Strategic Planner



**Paul Shergold**  
Director of Operations

## PRHA Staff Team:



**Steve McNaughton**  
Chief Executive



**Joe Nicholson**  
Operations Manager



**Linsey Warbuton**  
Finance Officer



**Sonia Greyson-Newman**  
Senior Housing Officer



**Samantha Taylor**  
Housing Service Officer



**Agne Matisjosuite**  
Housing Service Officer



**Michelle Lincoln**  
Housing Service Officer

Rotary House  
2A Ruskin Road  
Portsmouth  
PO4 8RQ

Registered Office:  
Station House  
North Street  
Havant  
PO9 1QU

We are regulated by the Regulator of Social Housing and Corporate Trustee of two small Almshouse charities, The Paddon memorial Charities.

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. 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.