

**PRHA**



Portsmouth Rotary  
Housing Association

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# Annual Report 2023



## 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.

In March 2022 PRHA entered into an agreement to manage 27 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 189.

This Annual Report provides a review of 2023, 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).



Many thanks to the whole team for getting my new flat so bright and airy. It will be lovely to have my own garden.

**MRS T, FAREHAM**





# Message from the Chair

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Once again, I am delighted to report that after a busy and challenging 2023, our Association can celebrate another successful year due in no small part to the continued efforts of the housing team and Steve McNaughton's leadership.

The Board were particularly pleased with the result of the latest independently administered resident survey resulting in an overall satisfaction score of 96%. Whilst this is an excellent result, the survey did reveal some aspects which could be improved and we will not be resting on our laurels.

Meanwhile, continued investment in improved systems is enhancing our performance, improving reports, and making the association more efficient.

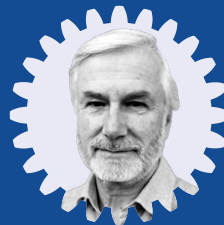
As always, the year did throw up some challenges including a high number of voids, which reduced our income – a situation which was not helped by increasing costs. Indeed, many Housing Associations report that rising costs and interest rates are driving them to annual losses – fortunately we have a good level of reserves, minimal debts and only a modest exposure to development, all of which cushions us from the worst financial effects.

Looking ahead, and as mentioned last year, we are continuing to research and evaluate the best ways to enhance the energy efficiency of our buildings, although the majority of our existing homes are classified as "C" or above on the official rating system. Additionally, the government and regulators are challenging all housing groups to deal promptly with issues such as damp, mould and condensation whilst also expecting the sector to provide an increased range of social services.

We will also need to be aware of the country's political environment, including changes in policy, legislation and regulation, welfare reform and rent control with a general election due before the end of January 2025.

Additionally, it now seems certain that our staff will all need to acquire some level of appropriate qualification in the next few years although the details, including costs and complexity have yet to be resolved.

Finally, in line with governance recommendations from the National Housing Federation, the Board and directors were independently assessed at the end of 2023. I am pleased to report that the assessment concluded that the organisation is well run and has a committed Board but there were a few suggestions which we are currently reviewing and will be implementing some changes in the next year or so.



**Jim Yates**

Chair - PRHA

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

# Chief Executive Review

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In 2023 Acuity administered our third tenant satisfaction survey since 2018. The result of the survey was an overall satisfaction score of 96% based on an excellent 70% response rate. The result of the survey was consistent with our two previous surveys, illustrating the ongoing commitment and dedication of the staff team. The survey result places PRHA in the upper quartile of social housing providers. As in 2022, the association received one complaint during the year.

The 2023 tenant survey was also an opportunity to collect data known as Tenant Satisfaction Measures (TSM's). The TSM's are a new regulatory requirement and are published in this report demonstrating compliance with the regulatory 'Transparency, Influence and Accountability Standard'.

Upper quartile performance is also demonstrated with low rent arrears of 1.4% of the annual rent and service charge roll. Our staff costs as a percentage of turnover compared favourably to our peer group at just under 21%. The association continued to allocate resources to ensure all sites are safe, secure and well maintained. The small surplus of £29,182 and the healthy cash and investment reserves confirms PRHA as a financially secure and well run organisation.

The governance framework was strengthened by undertaking a comprehensive board member appraisals and a board effectiveness review. When measured against the National Housing Federation Code of Governance, the Association's self-assessment score increased to 97.6%.

The Association continues to develop and improve IT applications. During the year the Association tested an automated purchase order processing application with a view to introducing in 2024. In addition a revised 25 year financial plan was developed to strengthen the Association's capability to forecast and stress test.

PRHA is corporate trustee to two almshouse charities and during the year a successful application was made to the Charity Commission to merge the two charities. The charity is now known as The Paddon Memorial Trust. The merger provides a platform to increase the size of the charity and this will be an objective in the coming 24 months.

PRHA continues to deliver management and governance services to Portsmouth and District Friendly Society Homes receiving positive feedback from residents and trustees alike.

In 2024 we will look forward to complete the remodelling of an ex-scheme manager accommodation to create two new one bedroom flats. In addition we will be publishing a strategic plan that will incorporate our commitment to responsible development alongside a summary of our major works objectives.

I would like to pay tribute to the skilled and insightful contribution of our voluntary board members and to our small staff team who have all ensured PRHA remains a top performing housing association.



**Steve McNaughton**

Chief Executive

## 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:



### Surrey House

Upgraded lighting to LED sensors to help those with reduced vision and save energy



### Harrison House

Upgraded laundry facilities



### Charles Clark House

Installed new CCTV with more cameras



### Lindsey House

Created a dedicated smoking area and shelter



### Lindsey House

Installed 7 inline pumps to improve water pressure for residents on the top floor



### Lindsey House

Installed 7 inline pumps to improve water pressure for residents on the top floor



### PRHA Sites

New garden furniture purchased for 5 sites



I would like to say a huge thanks to you all for caring and helping when we need you, I always appreciate what you do.

**MRS G LINDSEY HOUSE**



I really did not expect such prompt service so thank you again. You should get a gold star. Somebody outside the building mentioned to me last week that PRHA was a good landlord. They are not a tenant of PRHA. But its true.

**MR C, CHARLES CLARK HOUSE**

# PRHA in 2023 – Key Achievements

The scope of the 2023 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:

## Resident Engagement



**Successful Tenant Panel meetings and engagement**



**Hog Roast Garden party - over 80 residents attended**



**Portsmouth Dock Yard trip - over 45 residents attended**



**Numerous resident led events from yoga to bingo, supported by PRHA**

## Asset Management Highlights



**15 low-access showers and wet rooms installed to replace the existing shower over bath**



**Allenby Court cyclical decoration and replacement of dated ceiling tiles**



**9 new modern kitchens, 3 kitchens refurbished**



**Completed remodelling of 19 Lindsey House to create 2 No. x 1 bedroom modern properties from a 2 bed and studio**



**Ceiling compartmentation works completed across whole of top floor of Harrison House**



**New CCTV systems in Charles Clark House and Lindsey House**



**Lindsey House lift fully refurbished**



**Completed remodelling of 6 Stratton to create a spacious 1 bedroom property with kitchen/ diner and low-level bathing facilities**



**Renegotiation of energy contracts to save a predicted £69k in the 23/24 year**



**Energy efficient LED lighting installed throughout Surrey House**



**Replaced both Water tanks in Stratton Lodge**

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# Tenant Satisfaction Survey and Satisfaction Measures 2023



PRHA has undertaken 3 tenant surveys since 2018. The 2023 survey produced a 96% satisfaction score, the same as the previous two surveys in 2018 and 2021.

The 2023 survey has incorporated the government's Tenant Satisfaction Measures (TSMs) for the first time. The TSMs became mandatory for all registered providers of social housing to collect from April 2023. The survey results will provide an important baseline for PRHA moving forward.

Overall, the survey shows several improved levels of satisfaction when compared to the 2021 results, and good results compared to the sector as a whole. PRHA's scores are similar to those other small housing associations delivering services to over 55's.

Satisfaction with complaints handling and events was lower compared to others. PRHA will be seeking to improve these satisfaction scores in the coming months.

Data produced from the survey confirmed the tenant satisfaction measures as follows:

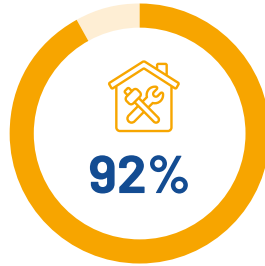




# TSMs Generated from Survey



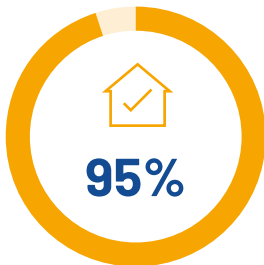
**Overall satisfaction**



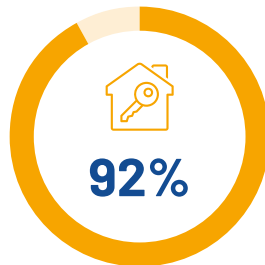
**Satisfaction with repairs**



**Satisfaction with time taken to complete most recent repair**



**Satisfaction that the home is well maintained**



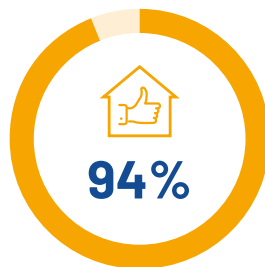
**Satisfaction that the home is safe**



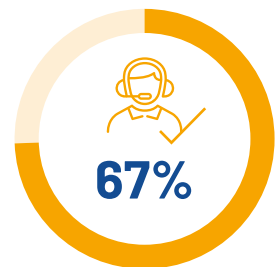
**Satisfaction that the landlord listens to tenant views and acts upon them**



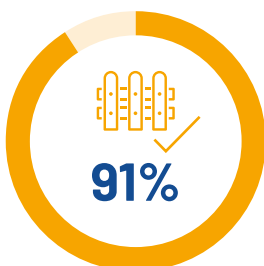
**Satisfaction that the landlord keeps tenants informed about things that matter to them**



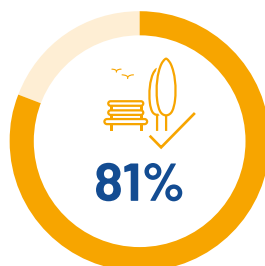
**Agreement that the landlord treats tenants fairly and with respect**



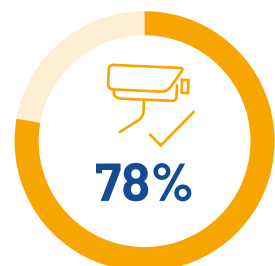
**Satisfaction with the landlord's approach to handling complaints**



**Satisfaction that the landlord keeps communal areas clean and well maintained**



**Satisfaction that the landlord makes a positive contribution to the neighbourhood**



**Satisfaction with the landlord's approach to handling anti-social behaviour**

# TSMs Generated from Management Information

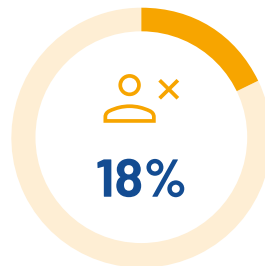
In addition to the tenant satisfaction scores, PRHA can report the following performance information relating to the tenants satisfaction measures:



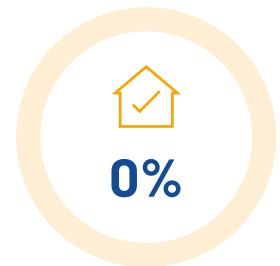
**Complaints relative to the size of the landlord**



**Complaints responded to within Complaint Handling Code timescales**



**Anti-social behaviour cases relative to the size of the landlord**



**Homes that do not meet the Decent Home Standard**



**Repairs completed within target timescale**



**Gas safety checks**



**Fire safety checks**



**Asbestos safety checks**



**Water safety checks**



**Lift safety checks**

# 2023 Performance Highlights

## Upper Quartile Performance

**96%**

Overall Resident Satisfaction with PRHA

**1.4%**

Rent Arrears

**36**

Major Repairs completed

**721**

Reactive Repairs completed

**100%**

Gas Safety Compliance

**100%**

Energy Performance Certificates

**83%**

properties with EPC "C" or higher

Excludes figures from Tenant Satisfaction Measures



My new cooker was connected this morning and I'm over the moon I'm so grateful for this gift, especially as the whole process was smooth quick and stress free. You've really taken a great load off me. Again please extend my gratitude to Joe and the RHA board.

**MRS O, CHARLES CLARK HOUSE**





Thank you for a lovely day and all of your hard work.

MRS G, LINDSEY HOUSE



Thank you to all the gang for a lovely day. It couldn't have been done any better, it was lovely

MRS W HARRISON HOUSE



# The Association's Finances

During 2023 the Association reported a surplus of £29,182 compared to a deficit of £121,740 in 2022. The small surplus was in the main due to good income and expenditure controls and positive investment performance during the year.

The increase in costs experienced since 2022 are now embedded in the sector. This has had a particular impact on the cost to repair and maintain properties. The increase in costs, combined with ongoing high property turnover, resulted in £327,057 being spent on repairs and maintenance. The expenditure ensures our properties are safe, secure and well maintained places to live, contributing to excellent tenant satisfaction and 100% health and safety compliance.

Major works capitalised within the cost of housing properties on the balance sheet, such as replacing and upgrading bathrooms, kitchens and remodelling works amounted to a further £205,221 (2022: £128,582).

Cash generated from operations cash position increased during the year from £32,901 in 2022 to £184,039. The end of year cash at bank position was £805,962 (2022: £815,841). The reduced cash position reflected the increased 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 below.

## Income and Expenditure Account

for the year ended 31 December 2023

|  | 2023<br>£'000 | 2022<br>£'000 |
|--|---------------|---------------|
| <b>INCOME</b>  |               |               |
| Rent and Services Charges                                    | 1,053         | 975           |
| Other Income   | 34            | 14            |
| Interest and Dividends Received                              | 29            | 18            |
| Government Grants Received                                   | 56            | 56            |
| Other Gains on Investments                                   | 21            | -114          |
|  | 1,194         | 949           |
| <b>EXPENDITURE</b>   |               |               |
| Employee Costs   | 255           | 202           |
| Property Repairs and Maintenance                             | 355           | 351           |
| Other Operating Costs  | 554           | 517           |
|  | 1,164         | 1,070         |
| Surplus for Financial Year                                   | 29            | -121          |
| Transfer to/(from) Reserves: Other Reserves                  | -             | -             |
| Revaluation Reserve  | -             | -             |
|  | 29            | -121          |
| Surplus for Financial Year after Transfer to/(from) Reserves | 29            | -121          |
| Retained Surplus at 31 December 2022                         |               | 4,627         |
| Retained Surplus at 31 December 2023                         | 4,631         |               |

## The Association's Finances (Continued)

### Balance Sheet

as at 31 December 2023

|                                     | 2023<br>£'000 | 2022<br>£'000 |
|-------------------------------------|---------------|---------------|
| <b>ASSETS OF THE ASSOCIATION</b>    |               |               |
| Housing Properties                  | 4,518         | 4,518         |
| Other Fixed Assets                  | 191           | 193           |
| Investments                         | 694           | 660           |
| <b>TOTAL FIXED ASSETS</b>           | <b>5,468</b>  | <b>5,371</b>  |
| <b>CURRENT ASSETS</b>               |               |               |
| Debtors                             | 72            | 57            |
| Cash at Bank and in Hand            | 806           | 857           |
|                                     | <b>878</b>    | <b>914</b>    |
| <b>CURRENT LIABILITIES</b>          |               |               |
| Creditors                           | 209           | 78            |
| Deferred Income                     | 56            | 56            |
| <b>TOTAL ASSETS</b>                 | <b>6,124</b>  | <b>6,151</b>  |
| <b>Financed by:</b> Deferred Grants | 1,467         | 1,523         |
| Shares/Designated Reserves          | 1,370         | 1,370         |
| Income and Expenditure Account      | 3,287         | 3,257         |

### Income



**Rents - 64.6%**  
**Services - 27.5%**  
**Grant Income - 4.9%**  
**Other - 3%**

### Expenditure



**Employees Costs - 21.9%**  
**Property Repairs & Maintenance - 28%**  
**Other Operating Costs - 50.1%**

# 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



**Paul Shergold**  
Director of Operations



**Chris Halliwell**  
Solicitor



**Julie Nethercote**  
Charity Deputy Manager



**Maria Jewitt**  
Wedding Registrar



**Don Kent**  
Retired Military Logistics Officer



**Holly Yaxley**  
Senior Strategic Planner



**Andy Osborne**  
Accountant

## 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



**Josh Merritt**  
Housing Service Officer

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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)



**Auditors:**

JONES AVENS, Piper House, 4 Dukes Court, Bognor Rd, Chichester. P019 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:**

Grout Insurance, Selsdon House, 212-220 Addington Rd, Selsdon,  
South Croydon CR2 8LD.