Minutes of Resident Consortium Meeting
Thursday 1st October
6-8pm

Attendees

Amanda Godfrey	Independent Chairperson
Cassie Watts	Resident Engagement Assistant
Becky Collins	Resident Engagement Officer
Trish Bell	Resident Engagement Officer
Adam Hardwick	Assistant Director (Buildings)
Phil Bentley	Head of Neighbourhood Services
Mark Fitch	Head of Decants (Portsmouth Homes)
Marshada Chowdhury	Project and Partnership Lead
Natalie Meagher	Head of Portsmouth Homes Housing Management
Kim Scaddan	Resident
Gordon Croucher	Resident
Margret Earley	Resident
Les New	Resident
Paul Weller	Resident
Mary Bailey	Resident
Steph Loveday	Resident
Maureen Butler	Resident
Doreen Featherstone	Resident
Christine Judge	Resident
Maria Cole	Resident
Richard Ward	Resident
Lorraine Philpott	Resident
Cher Dawson	Resident
Eliot Heasman	Resident
Dawn Foster	Resident
Mary Brook	Resident
Karen Braddock	Resident
Val Gratton	Resident
Sue Robb	Resident

1. PYC Update - Marshada Chowdhury

Full presentation available at request via email housing.engagement@portsmouthcc.gov.uk

The consortium received an update on the positive impact of Play & Youth Services across Portsmouth during 2025/26. Over 111,000 visits were recorded across adventure playgrounds and youth clubs, with participation continuing to grow. Services provided a wide range of support, including activities focused on wellbeing, healthy lifestyles, education and mental health.

The Fun Pompey (HAF) programme remained highly successful, achieving strong attendance and engaging thousands of residents through holiday activities. Increased SEND provision, investment in facilities and staff development, and strong partnership working with schools and community organisations were highlighted as key achievements.

National recognition was received through a Playwork Award, and priorities for 2026/27 include expanding SEND opportunities, employability programmes, family support projects and youth

development activities. Overall, the service continues to make a significant contribution to the wellbeing, inclusion and development of children, young people and families across the city.

Q&A

DF: Can you explain what SEND is?
MC: SEND stands for Special Educational Needs and Disabilities. Many children and young people with SEND can find it more difficult to make friends or access activities, so the service provides additional support through youth workers and tailored activities to help them build confidence, develop social skills and participate fully.

MB: Where does your funding come from?
MC: A significant amount of funding comes through the Holiday Activities and Food (HAF) programme, alongside other funding sources and partnerships that support the delivery of activities and services.

MBRO: When you talk about playgrounds and youth clubs, I remember there used to be a lot of interaction with wardens, police and other services. What about NRLOs?

MC: We continue to work closely with a range of partners, including Neighbourhood Renewal Liaison Officers (NRLOs), to support young people, address local issues and strengthen community relationships.

RW: What do you do with children who are causing trouble?
MC: We work with young people on an individual basis to understand the reasons behind their behaviour and provide support where needed. We have also established targeted groups, such as a boys' group, to help address specific issues, build positive relationships and encourage better behaviour.

MBUT: What age groups do the services support?
MC: Adventure playgrounds are primarily aimed at children aged 5 to 13 years, while youth clubs support young people aged 11 to 19 years, with some programmes available for young adults up to 25 years.

MC: Do you teach children about pet care?
MC: We are unable to keep animals at our facilities; however, we have developed links with a local farm school and are exploring opportunities for children and young people to visit and learn about animal care in a practical environment.

2. Service Charge Update - Mark Fitch
Full presentation available at request via email housing.engagement@portsmouthcc.gov.uk

Portsmouth Homes Service Charge Review Update October 2026. A survey of 67 residents found significant differences between homeowner and tenant experiences, with homeowners generally reporting higher satisfaction levels, while tenants expressed concerns about service quality, value for money, communication and accountability.

Homeowners reported overall satisfaction levels of around 50% or more across value for money, service delivery and customer service. In contrast, most tenants were dissatisfied with service delivery standards, the frequency of services, and the clarity of service charge information, with only a minority feeling they received all services they were charged for.

The presentation also explained the difference between fixed service charges for tenants and variable service charges for homeowners, including how charges are set and apportioned. The review is continuing, with recommendations and an implementation plan expected from consultants. Any future changes will be subject to further resident consultation and are unlikely to be introduced before the 2027/28 financial year.

Q&A
PW: Will the review reports result in any additional costs for residents?
MF: No. The review itself will not result in any charges being passed on to residents.

PW: If there is a shortfall in service charge recovery, is that covered by leaseholders?
MF: No. Any shortfall is not automatically recovered from leaseholders, as costs can be managed across different areas of the housing service budget.

RW: Is the Government making any changes that could affect this?
MF: Not currently in relation to how we operate as a landlord. However, we must continue to meet consumer standards set by the regulator and comply with any regulatory requirements.

EH: Is there any difference between service charges on and off Island?
MF: No. The approach to service charges is the same regardless of location within the city.

MBR: When you refer to leaseholders, do you mean people who lease their properties out?
MF: No. A leaseholder is someone who has purchased the lease on their home, usually within one of our blocks, and lives there or owns the property. They have bought the right to occupy the property for a fixed term set out in the lease agreement.

3. Quarterly Performance - Adam Hardwick
Full presentation available at request via email housing.engagement@portsmouthcc.gov.uk

- Overall performance remains positive, with most areas performing well, including repairs, neighbourhood services, resident engagement and tenancy support.
- Repairs performance improved, with strong completion rates and a reduction in overdue routine repairs, although this remains an area of focus.
- Home safety performance is strong in several areas; however, gas safety compliance, Decent Homes standards, and damp and mould response times continue to require improvement.
- Anti-social behaviour (ASB) cases increased slightly, and resident satisfaction with ASB handling has reduced, although performance remains above the national average.
- Complaint numbers decreased, with excellent performance in responding to complaints within target timescales.
- Ongoing support has been provided to residents through tenancy sustainment, money advice and welfare support, delivering significant financial gains for residents.

- Neighbourhood services continue to perform well, with high completion and resolution rates across key service areas.
- Residents continue to play an active role in shaping services through consultations, scrutiny activities, policy reviews and neighbourhood engagement opportunities.

4. Regulatory Compliance - Adam Hardwick

We met with the Regulator on 16 September to provide an update on our compliance improvement programme. The meeting was very positive, with recognition of the progress being made across several key areas.

Significant improvements have been achieved in stock condition surveys, which are now approximately 80% complete. Electrical safety compliance remains on target, and work continues to progress in relation to building safety and outstanding fire risk assessment actions. We remain committed to completing these actions and ensuring full compliance.

Looking ahead, work is underway to prepare a report for Cabinet on the Safe Homes Policy, with implementation planned for 30 November.

Our recent discussions with the Regulator reflect a noticeable shift in focus. Previous meetings concentrated on the need to improve compliance and performance measures. The latest meeting acknowledged the positive progress made, allowing us to move towards providing more detailed assurance and evidence of continued improvement.

We have also completed the third-party assurance review of our insurance arrangements. A draft report has been produced and is scheduled for publication in December.

In addition, feedback was received regarding scrutiny and oversight arrangements, which will help strengthen our governance and further improve our approach moving forward.

5. Minutes and actions from last meeting

All minutes noted as correct.

VG: I still haven't had anything back from the following;
"VG: Our back door fire exit leading to the rear garden previously had a break-glass security mechanism, which has since been removed. The door is now being used as a regular entrance and exit, and is often left open, allowing people to enter the building without a fob. Can a security mechanism be reinstated to ensure the door remains closed?
MC: I would need to have a look at this."
CW: I will chase this with Mike.

MC: Could initials in the minutes please be differentiated? I am listed as MC, but the speaker at the previous meeting was also recorded as MC, which caused some confusion.
CW: Of course. I will ensure this is addressed in future minutes. My usual practice is to include the second letter of the surname where initials would otherwise be duplicated, but this was overlooked on this occasion. My apologies for the error.

6. Housing and tackling homelessness update - Val Gratton

Val and Greig attended the Housing and Tackling Homelessness Cabinet meeting on 23 September. Several key items were discussed and approved:

- The Health and Safety Homes Policy, which includes the approach to damp and mould and associated repairs, was approved and is due to be implemented from 30 November.
- The PAT Testing Policy was approved with immediate effect and has been published on the website.
- The Voids Works Policy was approved and will come into effect from 1 April. Approval was also given for four additional surveyor posts to support voids work, with funding included in the 2027/28 budget proposals.
- The Keeping Homes Safe and Decent Policy was approved with immediate effect.
- Sally presented findings from the resident scrutiny review of complaints. Councillor Saunders welcomed the work undertaken by residents and confirmed that all recommendations would be taken into consideration.
- Councillor Saunders also praised the work of the Resident Engagement team and acknowledged the positive impact residents have had through focus groups, helping to shape policies and influence how Portsmouth Homes operates.
- The Staff Competence Policy was approved.
- The Data Management Policy has been implemented and will be published on 1 November.
- An update was provided on Tenant Satisfaction Measures (TSMs) for 2025/26, which showed improvements in performance. Commitments were made and an action plan agreed to support further improvements during 2026/27.

7. AOB

CW: As you know, Portsmouth Homes currently carries out Tenancy Update Visits. We are considering changing the name to Keep in Touch Visits, as we feel this better reflects the purpose of these visits and the ongoing support available to residents.

We would welcome any thoughts or alternative suggestions for the name. Please share your feedback by emailing housing.engagement@portsmouthcc.gov.uk by 5 November.

Vote Outcome: The proposal was unanimously not supported, and no alternative name was agreed.

CW: Taxi Bookings: Residents are reminded that taxi charges will still apply if they do not attend or fail to cancel their booking. If you no longer require a taxi, please contact me as soon as possible so arrangements can be cancelled and unnecessary costs avoided.

CW: We are delighted to welcome Portsmouth Homes as a Corporate member of the Stop Social Housing Stigma (SSHS) campaign. We are keen to sign up as many tenants as possible to support the campaign – so please speak to any tenants you know about becoming members. If it would be helpful to you – we would be happy to have an online chat to discuss tackling social housing stigma.

Stop Social Housing Stigma meetings - We hold regular online meetings that our members are welcome to attend. All members are welcome, but you need to register to attend.

If you would like to become a member you can sign up by visiting:

https://stopsocialhousingstigma.org/supporter-membership/

GC: I have concerns about the number of changes to groups and the confusion this can cause for residents. I asked what could be done to improve consistency.
CW: I acknowledge these concerns and advised that measures are being put in place to reduce changes. Unless unavoidable, Resident Engagement Officers and Heads of Department have been asked not to make changes to planned activities.

MC: We have formed a residents' group and one of the issues raised was pets. How far along are we with the pet policy?
VG: The policy is scheduled to be discussed at the CAB meeting on 4 November.

SR: It's very dark on Crasswell Street. Portsmouth City Council used to have lighting there, but it no longer does, making the area feel unsafe.
PB: This isn't something we manage, but I will contact the relevant department and make enquiries.

ME: Is there any update on decoration works at Perth House, such as painting and communal area improvements?
MF: We are not that far away from consulting with residents across all the Australia blocks regarding planned improvement works.

MBR: I've noticed some balconies appear to be deteriorating and, in some cases, look unsafe. How has this been allowed to get so bad?
MF: These issues need to be reported so that a surveyor can inspect them. We are also currently carrying out stock condition surveys across our housing stock.

DF: Buckingham Green hasn't seen any planned maintenance to the communal areas for a long time. Is there an update?
AH: As part of the ongoing stock condition surveys, we are developing a new Asset Management Strategy, which will help identify and prioritise future planned maintenance works.

GC: In Crookhorn, we've seen Norse staff carrying out litter picking. They have asked us to pass on, that without their work, the area would not be kept as clean.
CW: Thank you for the feedback. We'll make sure this is passed on to the team.

EH: I've been told that responsibility for my block sits with both Portsmouth City Council and Havant Borough Council. Is that correct?
PB: Responsibility is shared between both. We will discuss this further in the break.

MBRO: I'd like to congratulate the PYC team and the young people involved. They do a fantastic job, and I'm proud to say that most of the children in my area are very well behaved.
CW: Thank you. I will pass those comments on to the team.

SR: I'm very impressed with the young people in the area. When they see me walking with my stick, they often offer to help me cross the road and check that I'm okay.
CW: That's lovely to hear. I will make sure that feedback is shared.

RW: When presentations are displayed on screen, could the text be made larger to make it easier to read?
All: Agreed. This has been noted for future meetings.

NM - Introduced herself as the new Head of Portsmouth Homes Housing Management.

8. Date next meeting - Thursday 5th November 10.30-1pm