

Your Annual Report

If you're one of our tenants, leaseholders, or shared owners, this annual report covers our performance from the past year.

2024–2025



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your homes**

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To see our full landlord performance, which includes the results of your Tenant Satisfaction Measures survey and our quarterly updates, visit portsmouth.gov.uk/tsm



An intro from Greig, Mary and Mandy

Your Resident Consortium

We've had a busy year as your resident representatives!

As well as going to council meetings and influencing policies, we've also been out meeting tenants from other housing providers – all of which has made us appreciate how involved we are, how our opinion is listened to, and how residents are at the heart of Portsmouth Homes' decision making.

We also welcomed the new name for our council's landlord services, 'Portsmouth Homes'. This identifier has really helped reduce the stigma around being a council tenant and we're proud to call Portsmouth Homes our landlord.

Last June, Mandy won 'Tenant of the Year' at the Housing Heroes awards! It was so good to see her recognised nationally for the difference she's made.

We welcomed the brand new colourful 'PLAYCE' playground in Landport – the first of its kind in the UK, and street art coming into our neighbourhoods as part of 'LOOK UP' festival.

Both events put Portsmouth on the international map and made us proud of what's happening in our communities.

We'd love for you to get involved

We're a welcoming and friendly group of residents who just want to hear more of your voices from across our homes.

We'd love to hear the experiences of everyone – especially if you're younger or from a different background. So please reach out (info on last page) and help us make a difference!

Did you know?

It's our duty to consult with you in accordance with the Housing Act 1985, The Building Act 2022 and The Social Housing (Regulation) Act 2023.

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James Hill,
director
of housing,
neighbourhoods
and building
services



Councillor
Darren Sanders,
cabinet member
for housing
and tackling
homelessness

James and Darren

As we reflect on 2024/25, it's been a year of progress, resilience, and resident-led transformation at Portsmouth Homes.

New housing regulation, building safety expectations, and revised complaints standards introduced from April 2024 brought new responsibilities – many with significant budget implications.

At the same time, we've had to rethink how we deliver services, ensuring we remain compliant while continuing to provide a personal and effective service that meets your needs.

Following our decision to self-refer to the housing regulator, we shared our areas of challenge and our improvement plan. We received a 'C3' grading and have since met regularly with the regulator to share updates on our improving outcomes.

We're fully committed to moving from our current 'C3' grading to full compliance with the consumer standards, and our fire remediation plan will ensure our higher-risk buildings are as safe as practically possible.

To do this, we approved £41m in capital investment for 2025–26 (including £1m for fire risk actions) and a seven-year building safety

remediation programme for 22 high-rise and 13 mid-rise blocks, totalling around £110m.

This past year, we also strengthened our connection with you through tenancy update visits and physical surveys to better understand household needs and home conditions.

We transitioned to being known as 'Portsmouth Homes' to clearly represent our role as your landlord.

We updated key policies based on your feedback, and you helped shape our services through focus groups, neighbourhood walkabouts, and community gardening.

Committed to improving our complaints performance, we launched a new landlord complaints team – embedding a culture of learning and accountability.

Like last year, we're proud of our strong 'Tenant Satisfaction Measures' and consider all your feedback and suggested improvements.

Living our values

All Portsmouth Homes staff are employed by Portsmouth City Council, and alongside our contractors, we're guided by the council's values.

These values shape how we work and how we treat you. Whether you're speaking with a housing officer, a surveyor, or a contractor, you can expect a respectful, transparent, and responsive service every time – one that listens and acts on your feedback.

Together with our teams, you're helping to shape not just a place to live, but the services and outcomes that make Portsmouth Homes a stronger, more connected community.

Did you know?

88% of you said we treated you fairly and with respect.

Did you know?

We have dedicated officers for key areas. For example, James Hill is responsible for our compliance with consumer standards, Cllr Darren Sanders for our complaints handling, and Amy Holmes for health and safety, in partnership with our corporate team (more on p6).



Managing your homes

As of 31 March, we own 17,353 homes...

 **15,475** are rented

 **1,877** are leasehold

 **88** are shared ownership homes

And they're not all in Portsmouth!

We've got:

63 in the
Fareham Borough
Council area

25 in the
Winchester City
Council area

5,336 in the
Havant
Borough
Council area

66 in the
Gosport Borough
Council area

11,863 are in the
Portsmouth City
Council area

This past year, we...

- Kept our home occupancy rate at **99%**
- Saw **97.4%** of rent paid
- Saw rent owed increase from **£1.67m** to **£2.67m**
- Completed **12,128** tenancy update visits – a **408%** increase!
- Evicted **12** tenants for rent arrears and two for anti-social behaviour
- Let **808** properties and took 39 days on average per let
- Sold **47** homes through 'Right to Buy'
- Oversaw **332** exchanges
- Investigated **88** cases of tenancy fraud

- Bought **37** new council homes
- Got approval to buy **200** council homes over the next two years
- Moved **192** tenants into more suitable homes (60 of these downsized)
- Gave money advice to **868** tenants, increasing their combined income by nearly £2m.

Did you know?

We support people experiencing domestic abuse and hate crime, and secured funding for a specialist role starting in summer 2025.

Did you know?

Our community rooms and sheltered accommodation lounges hosted activities like parties, resident meetings, and chair-based exercise groups.

Did you know?

Changes to the Right to Buy rules in October 2024 led to a big increase in applications for our leasehold team to manage.

But we're here to help you understand how the new rules affect you:

 Email **leaseholder@portsmouthcc.gov.uk**

 Visit **portsmouth.gov.uk/leasehold**

Out-of-hours team

Our out-of-hours team gives you essential services all year round – overnight, weekends, bank holidays, Christmas and New Year.

This past year, the team answered...

- **3,400** phone calls a month with January being the busiest and July the quietest
- **560** calls from sheltered housing tenants, resulting in **229** home visits for issues like falls and welfare checks
- **460** advice calls which included bin enquiries, signposting, and general support
- **210** fire alarm activations

And completed...

- Over **7,097** out-of-hours repairs
- **88** cleaning jobs in communal areas – green and clean officers completed a further 70

You said...

"I find my landlord very good at most things. Some issues are not always their fault, but they still try to help"

Did you know?

Our out-of-hours team is available after 5pm Monday to Thursday, after 4pm on Friday, and all weekends and bank holidays.

Your repairs

87% of you were satisfied with the overall repairs service and time taken to complete.

You said...

"They make sure repairs are done properly and deal with complaints and reports."

Our year in numbers, this year we...

- 👍 Carried out **40,426** repairs in your homes
- 👍 Fixed **85%** of repairs first time
- 👍 Completed almost **97%** of emergency repairs within 24 hours

- 👍 Carried out nearly **85%** of non-emergency repairs within 28 days
- 👍 Responded to **95%** of damp calls within 14 days – 77% of these cases were condensation, 17% due to an external leak, and 1% due to rising damp
- 👍 Took nearly **2,000** calls a week with an average waiting time of 42 seconds

Working with you

- Our repairs focus group met several times and we shared our performance and demand information with you
- Mountjoy and Comserv held a Q&A and drop-in sessions across the housing offices
- Liberty also held a focus group Q&A session
- Representatives from the repairs focus group visited Mountjoy and Comserv's offices to see how they manage the service
- We consulted with you on our gas and repairs and maintenance procurement strategy by attending a session with potential suppliers
- You helped shape our new repairs and voids scope of service and other repairs and maintenance policies. This will make our services more efficient and cost effective, meaning we can invest more in your homes

This past year we had 127 complaints about repairs

- | | |
|---|--|
| • 23 about us as a landlord | • 6 for damage caused by contractor |
| • 12 about the condition of property | • 2 about the time it took |
| • 60 about quality of the repair | • 2 about staff behaviour |
| • 11 about leaks | • 1 about communication |
| • 9 for condensation and mould | • 1 about pest control |

Did you know?

In our recent repairs customer satisfaction survey, our lowest score was around contractor communication – one of our priorities for improvement next year.

We use your feedback and complaints to shape changes to our policies.

Compliance and building safety

83% of you are satisfied your home is safe.

You said...

"Fire safety is a top priority"

This past year we...

- **Created the compliance service and appointed a new head of compliance** – a new area which will keep focus on compliance activities across our housing portfolio to make sure your home is safe.
- **Issued two 'building safety cases' to the Building Safety Regulator for review** – demonstrating to the regulator how we make sure our buildings are safe for residents as far as is reasonably practicable. We've not had a response to our cases yet.
- **Agreed our 'fire building safety remediation' programme** – and had it approved by Cabinet.

Next year we'll...

- Continue to make sure you feel safe in your homes
- Secure a new gas servicing and repairs contract
- Increase electrical inspections to reach our goal of all properties having an 'Electrical Inspection Condition Report' no older than five years
- Continue to reduce the number of overdue 'Fire Risk Assessment' actions and proactively manage future actions

In numbers

This past year we carried out...

- 👍 Gas safety checks on **97.9%** of our homes
- 👍 Fire risk assessments on **96.9%** of our homes
- 👍 Asbestos surveys and re-inspections, and legionella risk assessments, on all relevant homes
- 👍 Lift safety checks on all our homes

Plus...

- 👍 **99.6%** of our homes have a carbon monoxide monitor
- 👍 **100%** of our homes have smoke alarms



Energy services

You said...

"We need more help with bills and heating – It's hard to manage everything"

You said...

"I'm grateful for the support I received when I couldn't afford to top up my meter"

This past year we...

- **Had over 900 calls to the Switched On Portsmouth energy helpline** – giving out energy saving advice and referring you for free home energy visits, other support services and the priority services register. Many of you called to talk about electric, gas and water bills, reducing energy use, boilers and heating systems, and insulation.
- **Met face-to-face with 2,899 of you** – offering free and impartial energy saving advice and support.

Did you know?

Free advice to help you reduce your energy bills is available to everyone through our freephone on **0800 260 5907**.

Eligible residents can also get a free, in-depth consultation, a home visit to assess your needs, and free measures such as energy saving light bulbs and draught excluders.

Our energy services team provide services to other local businesses which generates income, to help support more residents.

Investing in your homes

84% of you are satisfied that your home is well maintained.

You said...

"I've been here 18 years and never had a new boiler"

This past year we invested in your homes by providing...

-  **145** new kitchens
-  **352** new bathrooms
-  **571** new boilers
-  **305** disabled facilities
-  Energy upgrades to almost **129** homes which had a 'D' efficiency rating, with a further £1.1m secured for future projects

We also approved...

- £41m** of capital investment for 2025–26 (including £1m for fire risk actions)
- £110m** for a seven-year building safety remediation programme for 22 high rise and 13 mid-rise blocks

Investing in more homes

You said...

"It's hard to find a place that fits our needs."

You said...

"We need more homes for people"

This past year we...

- Purchased 37 new council homes** – helping meet the demands for housing supply
- Approved a budget of £31.28m** – specifically to buy and refurbish 200 more homes over the next two years, helping deal with the increased demand for temporary accommodation
- Secured 500k in funding** – from the government's 'Local Authority Housing Fund' to help buy four council homes over the next year

We're focusing on: Passivhaus*

In early 2024 we started building three, four-bedroom homes to a new, eco-friendly standard for the first time ever. These standards will be 'Passivhaus' and will provide much-needed family homes. Here's some key info:

- The development is in Bunting Gardens, Havant
- The contract was awarded to DM Habens Ltd at a total cost of £1.3m
- Completion for the work is Feb 2026
- Before starting the work, we held a 'Meet the Contractor' event and will continue to engage with the community throughout the 50-week build programme

Over the next year we're also due to redevelop two terraced Victorian houses in Twyford Avenue to make six, one-bed flats in the Passivhaus style.

**Passivhaus is a voluntary building standard that aims to reduce energy use and carbon emissions.*

Somers Orchard updates

Planning permission was approved unanimously at committee in August 2024. Despite viability challenges, the project team are working to engage with contractors to establish the...

- Likely costs of construction
- Potential programme to deliver the project in phases or as a whole
- Procurement options for gaining best value in the market.



What the Bunting Gardens development could look like when complete

Complaints, comments and compliments

A brand-new complaints service

In April 2024 we created a brand-new complaints service so we can log all your landlord-related complaints. This will aim to improve the quality of our services and make sure that your concerns are addressed promptly and effectively.

This past year we...

- Received **249** complaints
- Responded to **138** (55%) of them within 'Complaint Handling Code' timescales*
- Paid a total of **£2,963.98** to you in respect of your concerns raised
- Also received **41** compliments!

Of those 249 complaints...

- **127** were about repair issues (see p5 for a full breakdown)
- **22** about anti-social behaviour
- **45** about communication
- **18** about delays in providing a service
- **11** about inadequate service
- **10** about staff behaviour
- **9** about policy
- **6** for 'other' reasons
- **1** about loss or damage to personal property

We know that our current response times aren't meeting our desired standards. However, we're actively addressing this issue through our improvement plan for complaints. We also want to involve you in scrutinising our complaints, so please contact us if you're interested.

Did you know?

It's easy (and free – unlike most claims management companies) to make a complaint about a repairs or maintenance issue directly with us. If we're at fault, we'll want to put things right.

*Stage 1 timescales mean we acknowledge complaints within five working days and give a written reply within 10 working days (or let people know if this isn't possible)

Lessons learnt

Make sure we talk to the right person

When making home visits, we realised we had conversations regarding waste disposal with a member of the household and not with the tenancy holder.

On another complaint, we found we spoke with a resident of a block regarding an item left in the communal area and decided to remove the item based on the information provided, without speaking to the owner of the item directly. We didn't follow the correct process and have given feedback on both cases to prevent this from happening in the future.

Continue supporting you in every way we can

We received a compliment thanking us for our support and assistance during a challenging situation involving a member of the public raising concerns about a friend who hadn't been seen for some time.

After initial checks with neighbours and hospitals gave no information, the police, along with one of our housing officers, went to the resident's address and stayed there to help where possible and ensure the premises were secured.

Ombudsman decisions

We received six decisions from the Housing Ombudsmen regarding complaints taken to them:

- Three investigations found areas of fault from us
- Two more recent cases highlighted a proactive approach and demonstrated that we'd taken all reasonable steps to support our residents, meaning we're dealing with cases more effectively
- The final case saw the resident withdraw their complaint

You can view Ombudsman's findings on their website **housing-ombudsman.org.uk**

Community safety



You said...

It's important to reduce anti-social behaviour and remove drug dealers and addicts from in and around our buildings.

You told us...

You feel safer with CCTV in place and wanted to see an increase in cameras.

So we...

Secured funding to increase the number of **mobile cameras** to **37**, which we've used for...

- Targeted interventions and investigations into fly tipping
- Evidence to give information to the police and other partners **375** times
- Other cameras across our homes continue to help us evidence ASB, with **994** images shared.

This past year we continued our anti-social behaviour (ASB) improvement plan to strengthen how we respond to your reports – making sure each case has a risk assessment, tailored action plan, and regular reviews from our management teams to make sure we do what we say we will.

Your resident engagement team has been contacting people after their cases were closed to understand whether they were satisfied with our response (we've seen an increase in satisfaction).

Our neighbourhood teams have been out and about talking to you and resolving issues, with **28,781** visits this year.

Additionally, your community wardens carried out nearly **4,000** block patrols as part of our ongoing efforts to prevent and respond to ASB.

This proactive approach supports our wider ASB strategy and helps create safer, more confident neighbourhoods.

Did you know?

We installed new CCTV systems in four housing blocks, which have already made a positive impact and helped to reduce the number of incidents.

For more info, visit
portsmouth.gov.uk/portsmouthhomes-asb

A brief summary of how we're performing

The Regulator for Social Housing requires all social housing providers to give them figures against 22 indicators by June each year, and for us to publish them for you. These are called 'Tenant Satisfaction Measures' (TSMs) and they help you scrutinise our landlord performance and hold us to account.

Building safety		
TSM code	Measure	How we scored
BS01	Proportion of homes for which all required gas safety checks have been carried out	97.9%
BS02	Proportion of homes for which all required fire risk assessments have been carried out	96.9%
BS03	Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out	100%
BS04	Proportion of homes for which all required legionella risk assessments have been carried out	100%
BS05	Proportion of homes for which all required communal passenger lift safety checks have been carried out	100%

Complaints		
TSM code	Measure	How we scored
CH01 – 1	Number of stage one complaints received per 1,000 homes	16.1
CH01 – 2	Number of stage two complaints received per 1,000 homes	1.2
CH02 – 1	Proportion of stage one complaints responded to within the Housing Ombudsman's 'Complaint Handling Code' timescales	55.4%
CH02 – 2	Proportion of stage two complaints responded to within the Housing Ombudsman's 'Complaint Handling Code' timescales	78.9%

Decent Homes Standards* and repairs		
TSM code	Measure	How we scored
RP01	Proportion of homes that do not meet the Decent Homes Standard	4.5%
RP02 – 1	Proportion of non-emergency responsive repairs completed within the landlord's target timescale (28 days)	84.7%
RP02 – 2	Proportion of emergency responsive repairs completed within the landlord's target timescale (24 hours)	96.6%

*We calculate our Decent Homes stats using data like property age, condition, EPC ratings, and more. Most homes have only have partial assessments under our health and safety rating system.

Anti-social behaviour		
TSM code	Measure	How we scored
NM01 – 1	Number of anti-social behaviour cases opened per 1,000 homes	87.5
NM01 – 2	Number of anti-social behaviour cases that involve hate incidents opened per 1,000 homes	0.9

Tenant perception measures		
TSM code	Measure	How we scored
TP01	Proportion of respondents who report that they are satisfied with the overall service from their landlord	83.6%
TP02	Proportion of respondents who have received a repair in the last 12 months who report that they are satisfied with the overall repairs service	87.3%
TP03	Proportion of respondents who have received a repair in the last 12 months who report that they are satisfied with the time taken to complete their most recent repair	86.3%
TP04	Proportion of respondents who report that they are satisfied that their home is well maintained	84.1%
TP05	Proportion of respondents who report that they are satisfied that their home is safe	83.5%
TP06	Proportion of respondents who report that they are satisfied that their landlord listens to tenant views and acts upon them	77.8%
TP07	Proportion of respondents who report that they are satisfied that their landlord keeps them informed about things that matter to them	81.2%
TP08	Proportion of respondents who report that they agree their landlord treats them fairly and with respect	87.6%
TP09	Proportion of respondents who report making a complaint in the last 12 months who are satisfied with their landlord's approach to complaints handling	42.7%
TP10	Proportion of respondents with communal areas who report that they are satisfied that their landlord keeps communal areas clean and well maintained	72.1%
TP11	Proportion of respondents who report that they are satisfied that their landlord makes a positive contribution to the neighbourhood	70.2%
TP12	Proportion of respondents who report that they are satisfied with their landlord's approach to handling anti-social behaviour	60.1%

If you join your resident consortium, you'll help oversee our improvement plan.

You can find the full results, plus more info on the standards we must meet – at portsmouth.gov.uk/tsm

Last year's plan

We used last year's feedback to make an improvement plan. Here's how it's going...

Theme and improvement area	Our action(s)	Did we achieve it?	Is it still in the plan for next year (2025-26)?
Safe and well-maintained homes (maintenance services)	To employ a new head of asset management post	No , but we tried three times	Yes . We'll try to recruit and, in the meantime, commission an external agency called Ridge to support us in reviewing our 'Asset management strategy'
Safe and well-maintained homes (maintenance services)	To complete regular 'stock condition surveys'	Yes . We completed 4,931 surveys over the last two years	Yes . We need to continually complete this survey, so each home is surveyed at least once every five years
Safe and well-maintained homes (maintenance services)	To inform tenants of works and investments	Yes . We updated you via member reports, social media, House Talk and local communication	Yes . We'll continue to update you, and have plans for a new web page
Safe and well-maintained homes (cleaning and grounds maintenance)	To have responsive cleaning and gardening services	Yes . We completed 51,402 cleaning tasks and 8,195 gardening tasks in this past year	Yes . Despite our efforts, tenant satisfaction reduced in this area. We're running a survey to help understand why.
Safe and well-maintained homes (leaning and grounds maintenance)	To educate tenants about respecting communal areas	Yes . With 28,781 estate warden deployments last year, we were out and about talking to you and investigating reported issues	Yes . Feedback in the TSMs show your continued frustration with neighbours and a feeling that people don't respect where they live
Safe and well-maintained homes – (cleaning and grounds maintenance)	To increase visibility of our estate inspections	Yes . We did this via engagement, estate walkabouts, and social media posts	Yes . Despite 500 deployments each week, we continue to have feedback that estate wardens aren't visible
Safe and well-maintained homes (repairs service)	To use survey findings and your complaints to improve the service	Yes . We used 98 complaints and real time feedback to make learning and improvement actions – including policy revisions and the contractor 'Toolbox talks'	Yes . This is established and will be an ongoing standard practice to make sure we continually improve

Theme and improvement area	Our action(s)	Did we achieve it?	Is it still in the plan for next year (2025-26)?
Safe and well-maintained homes (repairs service)	To review our repairs performance and communication	Yes. We continually reviewed our performance, with feedback to contractors and teams about better communication	Yes. This is part of our ongoing standard practice
Safe and well-maintained homes (repairs service)	To involve tenants in scrutiny of repairs performance	Yes. We undertook a huge amount of consultation this past year which fed into future decisions	Yes. This is part of our ongoing standard practice
Communication and involvement (annual tenancy update visits)	To meet with tenants	Yes. We visited 70% of you in the last two years (99% of you in high rise and sheltered accommodation)	Yes. Visiting you regularly for a tenancy update visit will be a continued action for us
Communication and involvement (web content and accessibility)	To review our website content and ensure House Talk reaches every home	Yes. We reviewed our website pages	Yes. There are a few pages that still need creating, so this remains in the plan
Communication and involvement (tenant handbook)	To create a tenant handbook	Not quite. We're drafting the handbook and sharing with some of you for feedback	Yes. After we've made changes based on your suggestions, this will be complete
Communication and involvement (scrutiny led by tenants)	To find more ways for tenant involvement	Yes. Our new resident scrutiny group reviewed neighbourhood anti-social behaviour as their first project	Yes. The scrutiny group has a list of areas of interest for the year ahead
Neighbourhoods and communities (anti-social behaviour)	To review cases and introduce a feedback survey	Yes. We reviewed 481 cases and completed 132 customer satisfaction surveys for closed cases	Yes. But this is now part of our normal business activity, and we'll continue to learn from your feedback
Neighbourhoods and communities (neighbourhood improvements)	To inform tenants of improvements	Yes. We're using House Talk and social media channels to make what we do more visible to you	Yes. We plan to introduce monthly email bulletins to help keep you informed
Neighbourhoods and communities (community building)	To support tenants in making improvements and building communities	Yes. We have residents involved in city projects and have supported you to create new social groups	Yes. We have residents involved in several projects and will continue to find opportunities

Theme and improvement area	Our action(s)	Did we achieve it?	Is it still in the plan for next year (2025-26)?
Complaints (complaints lead)	To better understand complaints and ensure learning from them	Yes. We created a new complaint handling process – getting closer to the detail of where we’re going wrong, so we can learn and improve our service	Yes. Learning from complaints will always be important and this will continue. We have a ‘complaint handling improvement plan’ in place as our TSM scores are low – and we want our complainants to feel heard
Overall pledge (communications)	To improve our communications	Yes. We revised our communication, and you’ve been involved in improving our wording and designs	Yes. We have further plans, with a monthly email bulletin and hopes for a new computer system with a customer self-serve portal for those who want digital access
Overall pledge (engagement)	To engage with more tenants	Yes. Through ongoing consultations and being out and about, we have more voices that ever informing our service design and delivery	Yes. This will be an ongoing priority for us
Overall pledge (scrutiny)	To ensure tenants can scrutinize us	Yes	Yes
Overall pledge (community knowledge)	To get to know communities	Yes. Our teams have been out and about in communities and completing thousands of home visits	Yes
Additional plans (digital communications)	To look at digital communications	Yes. An IT consultant spent time reviewing our computer systems and we have approval to procure a new system	Yes. The procurement and implementation of a new IT system is a priority for the next 18 months
Additional plans (service charge model)	To look at service charge model for tenants and leaseholders	Not quite	Yes. This will be a priority over the year ahead

Theme and improvement area	Our action(s)	Did we achieve it?	Is it still in the plan for next year (2025-26)?
Additional plans (building surveys)	To review results from building surveys of tall buildings	Yes. This is ongoing with the approval of a 'fire safety remediation programme' approved in March '25 and the first of our building safety cases submitted to the Building Safety Regulator	Yes
Additional plans (greening projects)	To explore grants and schemes in Hampshire	Yes. We've planted lots of trees and greenery across your areas	Yes. We'll continue to look for any funding opportunities to keep your areas green – you've told us that you love wildflower meadows and trees
Additional plans (recycling support)	To better support recycling across areas	Yes. Portsea was our pilot area for the installation of new bins and recycling education, with Buckland to follow	Yes. We're responding to new legal responsibilities as well as supporting your desires to be more environmentally friendly

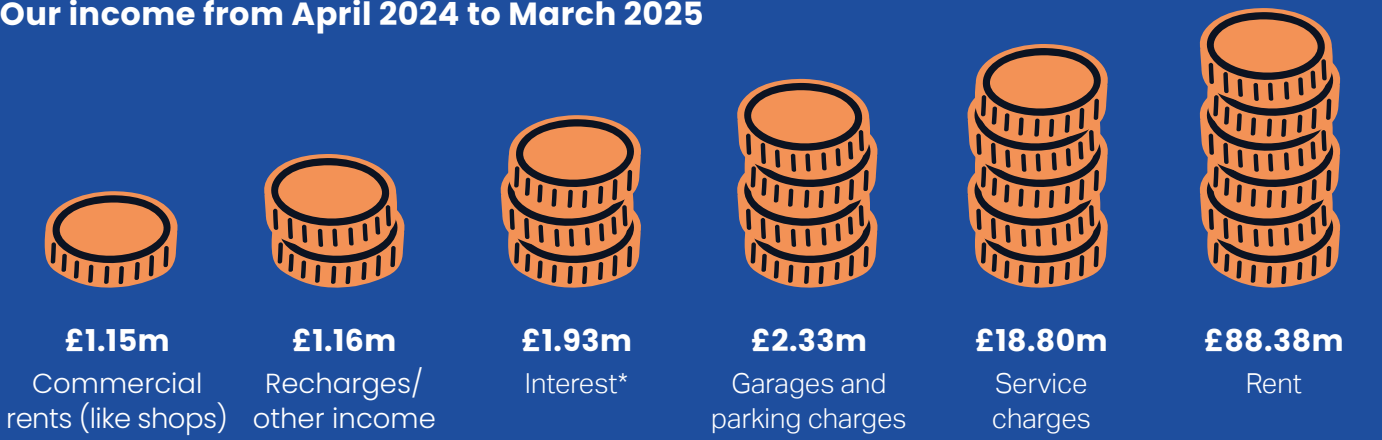
Finance: Our income

Our estimated yearly income was £111.61m. Our actual income was £113.75m.

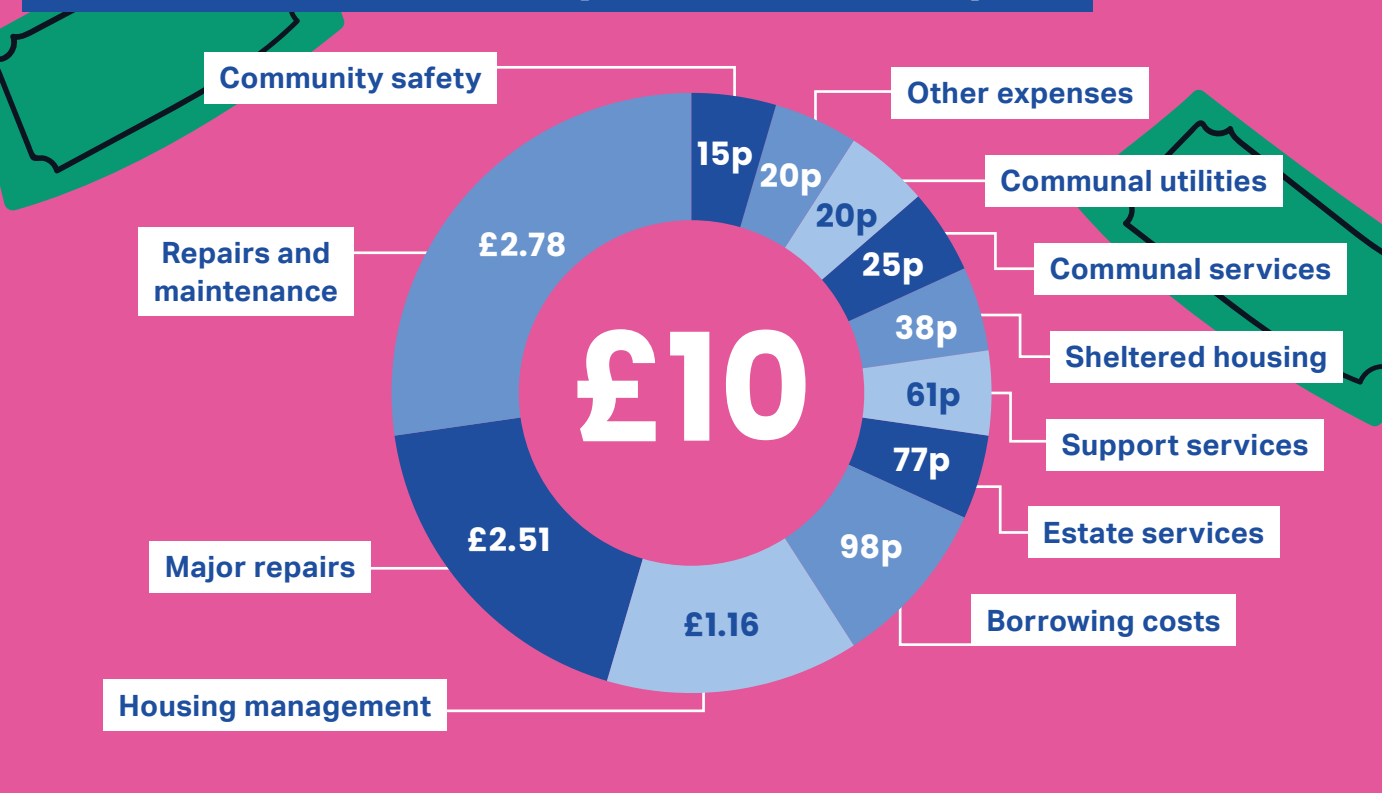
- 👍 This meant we could fund additional costs and put around £152k into our council housing reserves, funding services in current and future years.
- 👍 This also meant we didn't have to make a withdrawal of around £446k.

Where that £113.75m came from

Our income from April 2024 to March 2025



In short, here's how every £10 of that was spent



It costs £7.71 per rented unit per year for our director, and £38.35 for our executive team.

**Interest is the money we earn on our cash balances (the money we have in our bank at any given time).*

Money advice and tackling poverty



This past year we worked on improving communications and making sure everyone knows about the support available from the Household Support Fund (HSF), so you can get the help you need if you're struggling with rising costs-of-living.

This past year we...

- **Received and processed 3,784 applications** for Portsmouth's HSF from our tenants – that's nearly half (46%) of all applications received for our support schemes
- **Gave out over 115,000 awards totalling £3.6m** – including...
 - Food support via local food pantries, food banks, and larders
 - Vouchers and payments via our application-based schemes
 - Places on our Holiday Activities and Food (HAF) programme for low-income households not in receipt of benefits-related free school meals
- **Got 610 survey responses** from you on our HSF delivery – at least 70% felt the application-based schemes met your needs well or very well, and we used this feedback to shape delivery of further rounds of HSF
- **Secured £50k from Hampshire's HSF** to support those of you living in wider areas – £25k helped buy white goods, and the other £25k helped find alternative solutions to tackle noise nuisance, such as carpets and anti-vibration mats
- **Raised awareness of Pension Credit eligibility** – resulting in £464,100 being claimed
- **Helped reduced your water bills by £886k** – we worked with Southern Water to move around 5,000 households across PO1-PO6 onto their social tariff, and we're sharing this with other councils across our housing portfolio to see if they'll support the initiative.

Did you know?

Around **£682m** of the Household Support Fund was distributed to all our tenants across our application-based schemes – which is a 52% share of the awards made.

Did you know?

Our cost-of-living helpline answered **1,550** calls this past year. The top five reasons for calling were food, welfare benefits entitlements, pay, energy costs, and debt.

You said...

"Thank you SO much for this payment. I just had a little weep with relief. The amount of human kindness I've been shown throughout this period of hardship has been immense. I want to tell everyone how our community is full of good people who are willing to help each other in their time of need."



Play, youth and community

Our play and youth service focuses on the social, emotional, and physical development of children and young people in the community.

We work with local schools and organisations to address community needs, ensuring a well-rounded approach to youth support.

This past year, we...

- 👍 Hosted **91,214** child visits at our adventure playgrounds
- 👍 Saw **13,126** visits at our youth clubs
- 👍 Organised the HAF programme for the city, offering **3,189** spaces to children for sessions run by play and youth
- 👍 Supported with food **2,966** times

Making healthy conversations a priority, we talked to young people about...

- Education and training **6,508** times
- Healthy relationships **6,939** times
- Healthy lifestyles **6,939** times
- Mental health **4,687** times – with support offered
- Drug, alcohol, smoking and vaping **8,616** times – with support offered
- Gambling **499** times

We also...

- 👍 **Improved our adventure playgrounds** – we asked local children what they wanted to see, leading to a new western themed role play den area at Landport including tunnels and climbing structures
- 👍 **Acted fast following a fire at our Buckland Adventure Playground** – we created a mobile set-up in the park to make sure the children's experiences were largely unaffected
- 👍 **Celebrated a 'World of Play Week' across our playgrounds** – children and families explored different countries and cultures, food, music, art and games – a real celebration of the diversity in our communities
- 👍 **Hosted several events to foster creativity and teamwork** – such as family days and cooking classes, with children enjoying activities like trips, sports, and arts

- 👍 **Took young people on several trips** – including to the New Forest, Queen Elizabeth Country Park, the Isle of Wight, Lion King at the West End, and Moors Valley Country Park
- 👍 **Ran detached youth work and 'Cooking and Nutrition' classes** – for children, adults and young people not in education (or SEND) using additional funding
- 👍 **Helped children from our youth clubs showcase their art** – they worked with local artists, foursandeights, to create AR-displayed pieces and an original soundtrack produced at our RANT studio and featured at the We Shine event
- 👍 **Supported health and well-being services in our community centres** – including hosting the Dentaaid bus in Somerstown, Cosham, and Paulsgrove

Out of the city we...

- Supported Hampshire HAF during summer with play and resident engagement activities
- Hosted children's activities at our Resident Participation Centre in West Leigh
- Saw Comserv support the Leigh Park Youth Hub – Comserv and Mountjoy also promoted youth development through school and college visits, work experience opportunities, apprenticeships for young people, adults with SEND, and care-experienced young adults



Contractor social value

All our large contracts set out that anyone that we contract to deliver services on our behalf has to give back to the community, support apprenticeships and take responsibility for the environment issues (which is why they have loads of electric vehicles and do their best to recycle). This year our repairs and maintenance contractors, Mountjoy and Comserv, have done a huge amount within your communities.

Here's just some of what they have done.

- Supported careers fairs and mock interview days at schools and colleges across Portsmouth, Havant and Waterlooville
- Offered work experience, apprenticeships and supported internships for young people with learning disabilities or who are care-experienced, as well as leading on the Shaping Portsmouth apprenticeship bus initiative
- Donated materials and essential items to local charities, schools and organisations and food banks



Did you know?

Our contractors signed up to the white ribbon campaign to show their commitment to ending violence against women and girls.

Neighbourhood services

This past year we completed...

-  **51,402** cleaning tasks
-  **8,195** gardening jobs
-  **319** jet washes
-  Window cleans at **638** locations
-  **2,057** trolley collections
-  **10,668** bulky item collections – weighing about 732 tonnes (the same as a cargo ship!)
-  **11,726** bulky item investigations (where items were left out illegally)
-  **10,267** routine checks
-  **1,648** fire alarm tests
-  **309** checks on fire-fighting equipment and premises info boxes (every 28 days on average)

Did you know?

Your estate wardens have been out and about **28,781** times this past year – often talking with you about how to help keep your neighbourhoods safe, clean and tidy.

We also introduced...

- Over **6,000 plants** across your estates including bulbs, shrubs, and trees – not only enhancing the visual appeal of our spaces but also contributing to urban greening, biodiversity, and climate resilience.
- 'Estate and Neighbourhood Walkabouts' – where you joined us to look at whether your blocks and gardens were safe, clean and tidy, and to tell us what you wanted to see in your areas. They were so popular, we've increased how many we're offering and will continue them going forward.

You said...

"People don't respect the area they live in or the people they live next to anymore"

Did you know?

You can ask us to come to your area to clean or respond to things – call **023 9268 8444**. You can give us feedback online at **portsmouth.gov.uk/estate**



Resident engagement

We had a busy year with those of you who took part in focus groups, consultations, the consortium, the participation centre, neighbourhood events and walkabouts, and many other projects – all of which helped improve our services to you.

Your Resident Pledge 2024–2027

In 2024, we set four main goals for the next three years which we're continuing to work hard with you to achieve.

1. To improve communications, we...

- Listened to your feedback and gave our website a makeover, adding more info on anti-social behaviour (ASB) and complaints
- Arranged meetings, set up roadshows, and created videos
- Designed new leaflets and posters with your help
- Created our Portsmouth Homes identifier which you can see on our brand-new Facebook page – give us a follow! At **facebook.com/yourportsmouthhomes**
- Started plans for an email newsletter

2. To engage with more of you, we...

- Organised focus groups and door-knocking campaigns – everything from safety and building projects, to street art projects like LOOKUP
- Captured your feedback on ASB, repairs and our pet policy

3. To make sure you're able to scrutinise us, we...

- Invited you to review and help us update our policies – including our policies on alterations and improvements and asbestos
- Took some of you to two 'South Coast Training' events

4. To better get to know your communities, we...

- Attended **223** community groups and spoke to **1,229** of you
- Helped you start seven new community groups with 'Community Funds 4U'

Meet your Portsmouth Homes neighbours...

You said “I have great neighbours, and we all look out for each other”

Andy Gisby

- **Active in:** Local groups, estate services, House Talk, focus groups
- **Has impacted:** Our new estate services strategy
- **Interested in:** Supporting residents with their anti-social behaviour cases
- **The good:** “We’re more informed about changes that will affect all residents”
- **Needs improving:** “Focus groups can go off topic easily!”

Mary Bailey

- **Active in:** Cabinet meetings, focus groups, consortium, repairs, safe and clean service
- **Has impacted:** Her local area by following up on projects and attending meetings
- **Interested in:** Talking with us more about ongoing projects to stop rumours spreading
- **The good:** “Portsmouth Homes is learning more from us about what we want”
- **Needs improving:** “Not considering fly tipping and occupancy per flat when telling blocks they can’t have bigger bins”



Resident making a difference

- 😊 **Mandy B** established a food pantry in Paulsgrove in 2019, which became a crucial resource during the Covid pandemic and continues to support the community. She’s still involved in the Bathroom Bank and Men’s Group and was named ‘Tenant of the Year’ at the Housing Hero awards 2024.
- 😊 **Andy G** has found solace and purpose at the Resident Participation Centre since his mother’s passing, becoming a vital and cheerful presence. He welcomes newcomers warmly, listens attentively, and is always eager to help.
- 😊 **Karen B** is a pillar of her community, offering regular meals (including Christmas dinners) and organising a range of events for her block and beyond.
- 😊 **John G** leads ‘The Australia Blocks Resident Association’ which has fostered community spirit through various activities for over 20 years.
- 😊 **Andre D** hosts regular coffee mornings and roast dinners at Tipton House, creating a friendly space for locals.
- 😊 **Irene P** engages residents at Edgbaston House with coffee mornings and bingo sessions.
- 😊 **Gina** in Portsea has worked tirelessly establishing the Portsea Food Bank at John Pounds and volunteers her time to support it.

Additionally, we would like to highlight Landport local Amy Gordon who has been very involved in the PLAYCE playground project, and was nominated for ‘Tenant of the Year’ in the Housing Hero awards 2025. These community heroes make Portsmouth a better place to live!



Plan for year ahead

Alongside the continuing items on last year's plan, priorities for the coming year include:

- 1. Compliance with housing regulation:**
Ensuring that Portsmouth Homes works with the housing regulator to improve our rating against the consumer standards
- 2. Building safety**
- 3. DIY guides and YouTube videos:**
Developing DIY guides and YouTube videos to assist residents in undertaking simple repair tasks that are their responsibility
- 4. Repairs service performance updates:**
Regularly updating residents regarding the performance of the repairs service through publication of measures on the website and in House Talk
- 5. Implementing the new repairs scope of service**
- 6. Procuring a new gas contractor**
- 7. Reviewing our housing delivery model**
- 8. Capital investment and housing supply:**
The focus will be on investing in new council homes and refurbishing existing ones to meet the increasing demand for housing supply
- 9. Neighbourhood services:** Enhancing the visual appeal and functionality of community spaces through urban greening, biodiversity projects, and community-led initiatives
- 10. Domestic abuse:** we have funding for a specialist domestic abuse post to support housing officers to best support anyone experiencing domestic abuse or coercive control.
- 11. Money advice and tackling poverty:**
Improving communications and increasing awareness of support available via the Household Support Fund to assist those struggling with the rising cost of living
- 12. Energy services:** Providing energy-saving advice and support to residents, including free home energy visits and measures such as energy-saving light bulbs and draught excluders

Communicating with you

This year we introduced the Portsmouth Homes Facebook page. It's a place for you to stay informed about what we're up to locally, and another way to give us your feedback quickly and easily.

Next year we're launching our new email newsletter so we can send updates straight to your inbox, when you need them.

All of this is in addition to House Talk, which we send out three times a year, straight to your front door.

We love your feedback!

You can follow our **Facebook** page at **facebook.com/YourPortsmouthHomes**

Come along to our communications focus groups and let us know what works for you! Sign up with the resident engagement team.

This next year we'll continue improving communication through...

- Launching our email newsletter
- Creating a new tenant handbook
- Continuing to update you on Facebook
- Looking at bringing in a new IT system to make things like paying your rent easier.



How to

get involved

What did you think of this report?

What do you think of our performance reports online at **portsmouth.gov.uk/tsm**

Get involved and give us suggestions:

✉ **housing.engagement@portsmouthcc.gov.uk**

☎ **023 9283 4835**