

Your Annual Report

Welcome to our 2025–2026 annual report!

If you're a Portsmouth Homes resident, this report gives you an open and honest look at how we've performed as your landlord over the past year - showing you what's gone well and recognising where we need to do better.

Most importantly, your voice sits at the heart of it all. Your feedback continues to shape our priorities, guide our decisions and drive the improvements that matter most to you.



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

A message from

James and Darren



2025/26 has been a year of steady progress for Portsmouth Homes, focused on better services, safer homes, and a more consistent experience. We've strengthened neighbourhood working so teams can respond more effectively and provide joined-up support. We're also progressing our improvement plan with the Regulator, working towards full compliance with ongoing updates and independent assurance.

Safety remains our top priority. We've advanced our building safety and fire work, increasing our investment from £110m to around £180m to improve more homes by 2030.

Your feedback continues to shape improvements to how we communicate, respond and act on issues. We're also investing in our people, with qualified staff, ongoing training, and clearer standards in line with new requirements. This year has built strong foundations. While more remains to be done, we're moving in the right direction, delivering safer homes, stronger services and greater accountability.

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 our building safety and compliance.

An intro from Greig, Mandy and Val

Your Resident Consortium

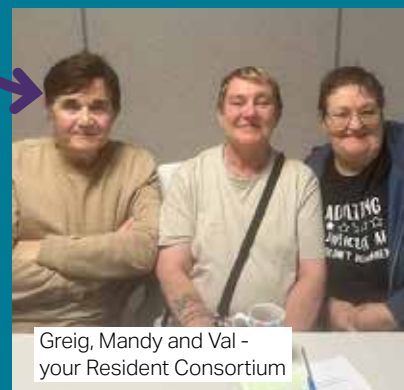
It's been a busy year, and we feel more involved than ever, working with Portsmouth Homes to improve services. It's great to see more people joining meetings, but we'd still love a wider mix, so everyone feels represented. We've helped shape key decisions, from choosing contractors to developing policies and making information clearer. The scrutiny group has completed reviews on communal cleaning and complaints. Senior managers listened, and we're already seeing positive changes.

Over the next year, we're keen to stay involved, especially in selecting repairs contractors, progressing the pet policy - and to continue highlighting the topics that matter most to residents.

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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Managing your homes

As of 31 March 2026, we owned 15,518 rented homes.

We also owned 1,806 leasehold properties and 84 shared ownership homes.

They're not all in Portsmouth. Our rented homes are spread across:



This past year, we:

- kept **98%** of our homes occupied
- collected **97%** of rent due, though unpaid rent increased from **£2.67m** to **£3.22m**
- completed **6,691** tenancy update visits
- carried out **12** evictions - eight for unpaid rent and three for anti-social behaviour (ASB)
- sold **100** homes through Right to Buy, but bought **123** homes
- handled **423** home swap applications, resulting in **173** moves
- investigated **51** cases of suspected tenancy fraud
- helped **288** tenants move to homes that better suited their needs - nearly **100** more than the year before!

Did you know?

84% of you are satisfied with us as your landlord, while 9% think we need to do better.

You said:

"I don't know why I fill out these surveys, nothing ever changes"

We do use your feedback to improve services. For example, we:

- changed how our housing teams work so they spend more time in your neighbourhoods and homes
- introduced customer service training for a more consistent service
- improved how we handle ASB, with clear action plans and regular updates for you.

Changes to our housing offices

In January, we changed how our housing offices work so staff can spend more time in communities and focus support where it's needed most.

We know this caused some confusion. Some residents told us they weren't always sure who their housing officer was, experienced delays, or waited longer for replies. We're sorry for this.

We're now improving things by:

- 👍 making it clearer who your housing officer is
- 👍 improving how and when we contact you
- 👍 supporting staff as the new service settles

We'll keep listening and using your feedback to improve.

Sheltered housing and resident support services

You said:

"They (Portsmouth Homes) should take more consideration for tenants with severe mental health issues and people on low income to give more support and funding where needed."

So we:

Support residents who need extra help to stay safe and well at home through sheltered and supported housing, money advice and tenancy support. Your housing officer can help connect you.



This past year, we...

- 👍 supported residents in sheltered and supported housing
- 👍 handled **12,000** calls at our sheltered housing alarm centre
- 👍 completed **50** benefit appeals to secure the support residents are entitled to
- 👍 helped **539** tenants increase their income by nearly £1.6m through money and debt advice
- 👍 launched a new **tenancy support team** in January 2026
- 👍 provided energy advice to over **2,000** households and answered **800+** helpline calls

Our tenancy support made a difference by:

- 👍 preventing the eviction of a resident by reconnecting them with benefits support. This meant they could keep their home and access support for getting food
- 👍 helping a family clear unsafe clutter and use their home safely
- 👍 supporting a resident with health issues to clear their overgrown garden
- 👍 helping a resident who felt unsafe in their neighbourhood explore sheltered housing options

Your repairs service



Repairs are still one of your top priorities - **85%** of you were satisfied with our service and response times.

This past year, we...

- 👍 handled over **100,000** calls with an average wait time of **1 min 15 secs**.
- 👍 completed around **81,000** repairs in total
 - **97.69%** of emergency repairs within 24 hours
 - **95.99%** of urgent repairs within three days
 - **86.42%** of routine repairs within 20 days
- 👍 carried out **34,500** servicing visits to keep homes safe
- 👍 completed **2,500** damp and mould checks, prioritising urgent cases
- 👍 introduced a **new repairs policy** in June 2025 to improve the service for you.

When it comes to repairs, we completed around 81,000 in total. Here's how long we took:

- **97.69%** of emergency repairs within **24 hours**
- **95.99%** of urgent repairs within **three days**
- **86.42%** of routine repairs within **20 days**
- **92%** of repairs **first time** (7% more than last year)

We also lowered the number of cancelled appointments from 21% to 14.5%, and improved customer satisfaction from an average of 9.38 out of 10 to 9.58 out of 10.

You said...

"We don't mind when you come, as long as you come and don't cancel appointments"

"Get repairs done properly the first time and don't keep coming back"

"Invest more in our homes. I haven't had a new kitchen for years"

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

- 🏠 **352** new kitchens, costing around **£2.4m** (207 more than last year)
- 🚿 **406** new bathrooms, costing around **£1m** (54 more than last year)
- 💧 **577** new boilers, costing around **£2m**
- ♿ **307** disabled adaptations, costing around **£2m**

Complaints

This past year we received 314 complaints about the repairs service.

- 263 were stage one complaints, 52 were stage two.
- In 104 cases, we found no fault.

The most common complaints

- **42** were about the quality of the repair service.
- **35** about the condition of the property.
- **34** about damp and mould.
- **27** about the quality of our service.
- **26** about leaks.

What we learned from complaints showed we need to improve...

- 🗨 communication (86 cases)
- 🕒 the time taken to complete repairs from start to finish (39 cases)
- 🔍 the diagnosis of repairs (26 cases)

Working with you

Our repairs focus group met regularly this year, giving residents a chance to share feedback and suggest improvements.

We also...

- shared performance updates
- invited contractors to answer questions
- showed residents how our repairs team works
- consulted on key policies
- selected a new gas contractor.

Looking ahead, we'll work with residents to choose a new repairs contract from April 2027, with clearer targets.

Did you know?

We're looking at text reminders for repair appointments, as many residents have asked for better communication and often call to check appointment times.

More than repairs

Our contractors also supported communities through jobs, training and local projects. We expect them to treat residents fairly and make a positive difference.

- **Mountjoy** supported apprenticeships, youth projects and local fundraising, including work linked to mental health and suicide prevention.
- **Comserv** created apprenticeship, work experience and internship opportunities, and was recognised for supporting women in construction and people with learning disabilities into paid work.

Did you know?

We expect our contractors to treat residents fairly and respectfully, and to make a positive difference in the communities they work in.



Compliance and building safety

83% of you are satisfied that your home is safe.



You said:

"Just keep tenants and leaseholders safe within their homes"

This past year, we focused on essential safety checks, stronger building safety work and making it easier to work with residents to keep homes safe.

- 👍 **98.15%** of our homes had a gas safety check
- 👍 **5,826** electrical inspections were completed
- 👍 **96.48%** of homes had an up-to-date electrical safety report
- 👍 **All** required asbestos, legionella and safety checks were carried out
- 👍 Smoke and carbon monoxide detectors were installed where needed
- 👍 Lift safety checks were completed
- 👍 **100%** of homes had a fire risk assessment
- 👍 **2,380** fire safety actions were carried out
- 👍 We **strengthened** our compliance team
- 👍 We **secured approval** for two high-risk building safety cases
- 👍 We agreed a fully funded fire safety programme, due for completion by 2030, with a **£180m** investment

Did you know?

When we can't access homes for safety checks, we use a 'working together' policy, agreed with residents, to balance safety with individual needs.

Safety is everyone's responsibility

As well as our safety teams, neighbourhood wardens help by checking shared areas and safety equipment in your buildings. This helps us spot issues early and make sure regular checks are carried out.

This year, neighbourhood wardens completed

- **9,725** routine checks
- **1,547** fire alarm tests
- **324** checks on fire-fighting equipment and premises information boxes

You helped us by...

- getting involved in the process of us appointing **Sureserve** as our new gas contractor
- shaping key safety policies
- continuing to help us build safety engagement for higher-risk homes

Next year, we will

- keep a strong focus on high-rise building safety and resident involvement
- reduce overdue fire risk assessment actions and respond faster to new ones
- embed the new gas contract for safe and reliable servicing and repairs
- improve compliance across the six main building safety areas, working towards 100% compliance



Investing in safe, decent homes



Planning ahead

In 2025/26, we made good progress in maintaining and improving homes, moving from reactive repairs to longer-term planning. We completed **3,865** surveys to help target investment fairly and shape our new asset management strategy (AMS), while continuing to meet the government's Decent Homes Standard.

We also worked closely with residents to deliver major improvements across the city, including our £180m building safety programme, lift upgrades, asbestos removal and sprinkler installations.

Other improvements included upgrades in Landport, Portsea and Buckland, plus insulation and new windows in 144 homes to improve warmth and reduce costs.

We continued investing in new homes and facilities, including developments at Bunting Gardens, Twyford Avenue and Stamshaw.

At Somers Orchard, plans progressed for **175** new council homes, with work to appoint a contractor starting in 2026.

You said:

The courtyard at The Quads was run-down and did not feel safe.

So we:

Transformed it with new lighting, a play area and a garden. This has made a big difference and gardening helped residents feel safer and more at home.

Looking ahead

In 2026/27, we'll build on this progress by completing nearly all surveys, finalising our AMS, and continuing safety and energy improvements. We'll start major projects like the Charles Dickens Heat Network and keep working with residents to shape how this work is delivered.

Neighbourhood services

Improving neighbourhoods and shared spaces

Clean, safe and well managed shared spaces remain one of the issues that matter most to you. This past year, our neighbourhood services team (previously estate services) focused on looking after communal areas like entrances, stairwells, bin stores and shared outdoor spaces, while also improving how we work with residents and respond to everyday issues.

You said...

You wanted cleaner shared spaces, more visible neighbourhood staff, and clearer information about what we do and when.

So we...

Focused on early action, visibility and better communication, while reinforcing expectations around keeping communal areas safe, accessible and usable for everyone.

This year, we completed:

- 👍 **53,215** cleaning tasks – up from 51,402, 1,813 more than the year before
- 👍 **9,314** bulky item collections completed, (removing 606 tonnes of waste) – 1,119 more than the year before
- 👍 **10,575** bulky item investigations where items were left out illegally
- 👍 **7,697** gardening jobs
- 👍 **1,084** trolley collections
- 👍 **840** deep cleaning jobs, including jet washes and window cleans

This past year, neighbourhood estate wardens carried out **27,051** visits to neighbourhoods. While this was slightly lower than the previous year (28,781), cleaning work and bulky item collections both increased, showing there is still strong demand to keep shared spaces clean and well managed.

Working with you, we:

- 👍 continued neighbourhood walkabouts to spot issues early like, fly tipping, poor lighting and cleanliness
- 👍 improved waste and recycling areas, starting in Portsea and now in Buckland
- 👍 supported planting projects to make estates greener and more welcoming
- 👍 used feedback to improve web content, social posts and start an online portal for residents

Resident scrutiny: neighbourhood cleanliness

Residents reviewed the service and found cleaning was generally good but not always consistent, with satisfaction of our management of communal areas falling slightly. Feedback showed clean spaces improve feelings of safety, but issues like fly tipping and building condition can affect standards.

To improve, we're making cleaning schedules clearer, working more closely with repairs teams, and focusing on more consistent standards across all areas.

Did you know?

Neighbourhood walkabouts are your chance to tell us what you would like to see in your area. We want more residents to take part, and you can ask for a walkabout where you live, contact our resident engagement team (page 2).



Tackling Anti-Social Behaviour

You said...

"You should actually deal with anti-social behaviour, instead of asking me to fill in a diary"

Tackling anti-social behaviour (ASB)

We know anti-social behaviour (ASB) can be upsetting and affect daily life. Last year, we supported over 700 households and managed 795 cases of ASB, with most resolved without eviction.

We understand some residents feel nothing changes, we take every report seriously and investigate it using the right approach.

Examples include:

- issuing warnings to stop rubbish being thrown over, and or being stored on balconies
- closing a drug-related property with police
- reducing nuisance behaviour in Somerstown, through partnership working and linking in with police and social care services
- using legal measures in serious cases.

We also focus on early help, with over 100 residents supported through mediation and others receiving specialist support to resolve issues without losing their homes.

Did you know?

After ASB cases close, we ask residents for feedback, which managers review alongside the case to help improve our service. 74% of residents were satisfied when their case closed.

Case Study: Making a difference

A vulnerable resident was at risk due to a regular, unwanted visitor. Working with the police, we secured an injunction to stop the visits, and the resident now feels safer at home.

We take ASB seriously and use the right action to help keep your home and neighbourhood safe.



Supporting residents affected by domestic abuse

Over the past year, our domestic abuse housing advisor supported around 100 households affected by domestic abuse. Residents received advice, emotional support and practical help to stay safe, often in their own homes. Support was provided across areas including Somerstown, Paulsgrove and Leigh Park.

Most people supported were aged 26-45. While many were women, more men are now seeking help. Many cases were resolved quickly through advice, housing options and safety measures. For higher-risk situations, we worked with police, health and specialist services to protect residents. We also trained staff to spot signs earlier and respond with care and confidence.

Case studies: Feeling safe at home

A tenant was at high risk from an ex-partner and found it hard to trust services. Our domestic abuse housing advisor worked with the housing officer to:

- reassure her she did not have to leave her home
- explain her rights and housing choices
- link her to specialist support services.

With support from several services working together, the risk reduced and the tenant is now safer and getting support to stay at home.

Why this matters to residents

You can get help early, be listened to, and feel safer in your home and community.

A brief summary of how we're performing

The Regulator of Social Housing requires us to report on 22 measures each year and publish them for you, called Tenant Satisfaction Measures (TSMs) and help you check our performance and hold us to account.

Your feedback told us that **83.9%** of you are satisfied with our service - especially for repairs and safety. We also learned that you want us to: communicate better, so you know what's happening and who's dealing with an issue, show that we listen and act, be more visible in your neighbourhoods, strengthen our complaints handling and use better data to target improvements where they're needed most.

Building safety		
TSM code	Measure	How we scored
BS01	Proportion of homes for which all required gas safety checks have been carried out	98.1%
BS02	Proportion of homes for which all required fire risk assessments have been carried out	100%
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%
Anti-social behaviour		
TSM code	Measure	How we scored
NM01 - 1	Number of anti-social behaviour cases opened per 1,000 homes	90.6
NM01 - 2	Number of anti-social behaviour cases that involve hate incidents opened per 1,000 homes	2.1
Decent Homes Standards* and repairs		
TSM code	Measure	How we scored
RP01	Proportion of homes that do not meet the Decent Homes Standard*	47.0%
RP02 - 1	Proportion of non-emergency responsive repairs completed within the landlord's target timescale (max 20 days)	88.7%
RP02 - 2	Proportion of emergency responsive repairs completed within the landlord's target timescale (24 hours)	97.7%

**The Decent Homes Standard sets the minimum quality that social housing providers homes must meet. It makes sure homes are safe, warm, in good repair, and have modern facilities. For 2025/26, we changed how we recorded Decent Homes compliance. We now only count homes that have had a full Decent Homes assessment. We are carrying out an accelerated survey programme so 85% of homes are assessed by September.*

Complaints		
TSM code	Measure	How we scored
CH01-1	Number of stage one complaints received per 1,000 homes	31.7
CH01-2	Number of stage two complaints received per 1,000 homes	5.8
CH02-1	Proportion of stage one complaints responded to within the Housing Ombudsman's 'Complaint Handling Code' timescales	82.5%
CH02-2	Proportion of stage two complaints responded to within the Housing Ombudsman's 'Complaint Handling Code' timescales	85.6%

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	83.9%
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	85.2%
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	85.3%
TP04	Proportion of respondents who report that they are satisfied that their home is well maintained	80.8%
TP05	Proportion of respondents who report that they are satisfied that their home is safe	83.8%
TP06	Proportion of respondents who report that they are satisfied that their landlord listens to tenant views and acts upon them	73.2%
TP07	Proportion of respondents who report that they are satisfied that their landlord keeps them informed about things that matter to them	77.4%
TP08	Proportion of respondents who report that they agree their landlord treats them fairly and with respect	82.2%
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	45.5%
TP10	Proportion of respondents with communal areas who report that they are satisfied that their landlord keeps communal areas clean and well maintained	68.4%
TP11	Proportion of respondents who report that they are satisfied that their landlord makes a positive contribution to the neighbourhood	66.6%
TP12	Proportion of respondents who report that they are satisfied with their landlord's approach to handling anti-social behaviour	62.2%

You can find the full TSM analysis, more information about the standards we must meet, and comparator figures for other landlords online at portsmouth.gov.uk/tsm and on gov.uk

Update on last year's commitments

This summary shows how our commitments and priorities link to the Regulator's standards, what we achieved this year, and where we'll continue to use your feedback to improve.

Safety and quality

We said we'll...

- keep homes safe and improve repairs
- continue building safety work
- plan investment better.

So far, we've...

- 👍 made progress with the Regulator
- 👍 started our building safety programme
- 👍 improved repairs
- 👍 carried out surveys on your homes
- 👍 increased our investment by £70m
- 👍 started building our asset management strategy with resident input

Next, we'll...

- finish surveys by the end of 2026
- keep improving repairs
- use better data to plan future investment

Tenancy

We said we'll...

- strengthen support, improve how we work with you and develop our services to you.

So far, we've...

- 👍 carried out tenancy visits
- 👍 increased time spent in neighbourhoods
- 👍 launched a tenancy support service
- 👍 introduced a domestic abuse role
- 👍 expanded money advice support
- 👍 started a service charge review.

Next, we'll...

- embed these changes, continue support and advice and improve how we work with you
- progress the service charge review.

Transparency, influence and accountability

We said we'll...

- improve communication
- handle complaints better
- involve residents more.

So far, we've...

- 👍 created a tenant handbook
- 👍 updated our complaints plan with residents
- 👍 involved residents in choosing a new gas contractor
- 👍 continued planning a new housing system.

Next, we'll...

- choose the new system
- keep improving complaints handling
- continue involving residents
- work with residents to improve how we share performance information.

Neighbourhood and community

We said we'll...

- improve neighbourhood spaces
- support community action
- respond better to local concerns.

So far, we've...

- 👍 delivered greening and recycling improvements
- 👍 worked with residents and public health services to tackle health inequalities in our communities
- 👍 supported funding bids in Landport & Buckland

Next, we'll...

- expand this work to more areas
- make sure your voices are represented on Pride in Place boards.

Our income

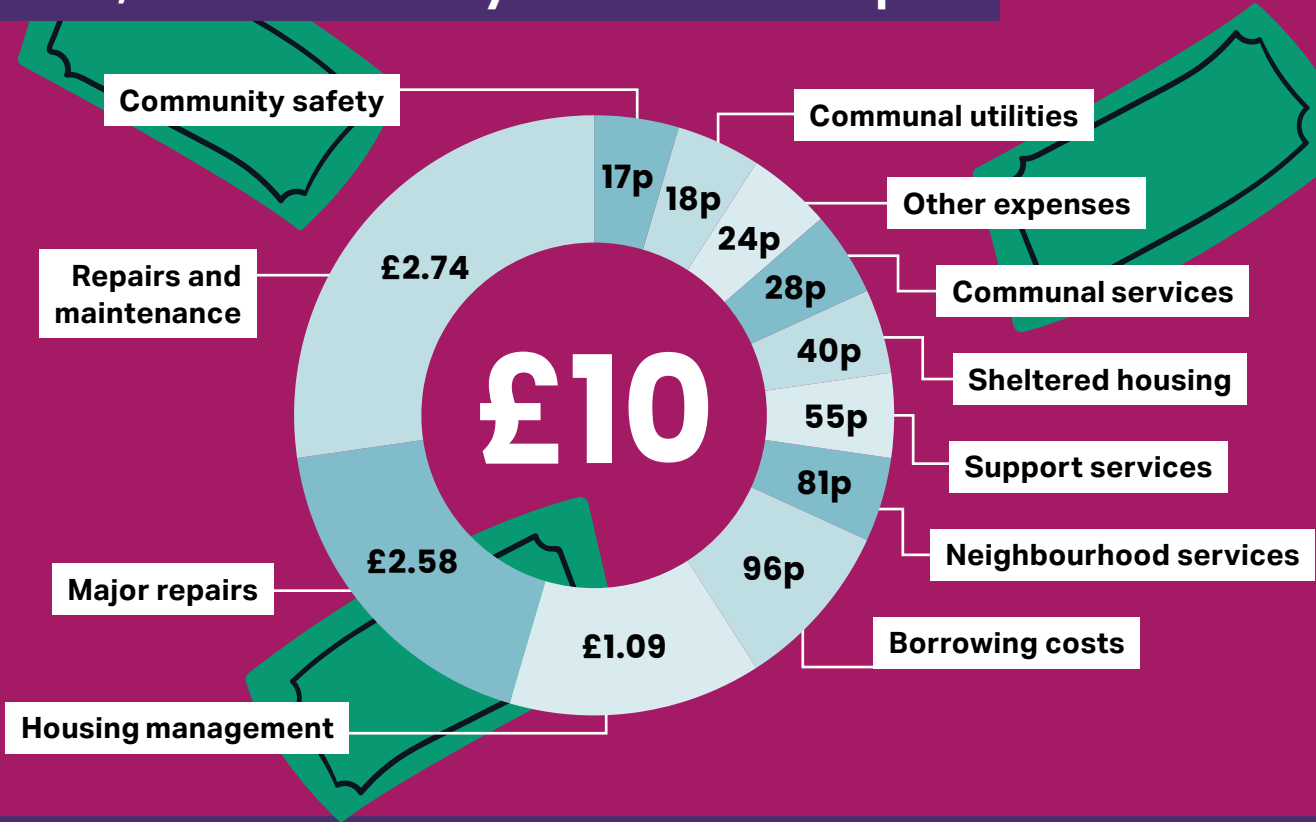
We initially estimated our yearly income at £115.64m, but our actual income came to £117.52m. As a result, we only needed to draw £130,000 from our reserves, less than the £1.99m we expected to use to cover our annual costs.

Where that £117.52m came from

Our income from April 2025 to March 2026



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



It costs £8.12 per rented unit per year for our director, and £41.57 for our executive team.

You said you were concerned about our proposed rent and service charge increases. So we held a consultation with residents to get their feedback, which was used to inform Cabinet decision-making.



Tackling poverty

Our tackling poverty team delivers the Household Support Fund for the council, helping residents with rising living costs. This past year we...

- 👍 made **2,103** awards worth **£581,437** from Portsmouth's Household Support Fund to our tenants
- 👍 provided more than **139,000** awards worth **£3.6m**, including food support, vouchers and payments, HAF places, grocery vouchers, and energy support
- 👍 asked residents how they'd prefer to receive support from the new Crisis and Resilience Support Fund
- 👍 promoted benefits like Pension Credit and Attendance Allowance
- 👍 helped cut water bills by **£1.049m** by moving **5,935** households onto a social tariff

Did you know?

Our cost-of-living helpline received 2,815 calls this year and our online cost-of-living hub received more than 80,000 visits.

Residents told us the support made a real difference at difficult times:

"Thank you so, so much. I can't tell you how much I need this and appreciate your help. It's been so difficult these last few weeks for my daughter and I, and this money makes a huge difference."

Supporting through the Hampshire Fund

We secured **£40,000** to support residents with urgent needs. This included helping make a home safe after a severe pest issue and providing support with everyday essentials.

One tenant in Wecock attended a budgeting workshop and received a £260 voucher for a dehumidifier to help dry clothes more affordably:

"Thank you so much. You don't know how much you've helped us in just a few weeks. No one has done that in years."



Play and youth services

During 2025/26, our play and youth services provided safe, welcoming spaces where young people could connect, build confidence and access early support.

This past year...

- 👍 our youth sessions were visited **24,000** times
- 👍 our adventure playgrounds were visited **86,000** times
- 👍 **25%** of children using the service were from ethnic minority backgrounds, and **17%** had special educational needs or disabilities (SEND)

We improved play spaces with children’s input, making them more relevant and better used. We also supported safer neighbourhoods by working with partners to address anti-social behaviour, offering safe spaces, activities, and support in areas like Paulsgrove and Somerstown.

Every day, staff supported young people through trusted conversations, helping them stay safe, make positive choices and build confidence for the future.

Everyday support that makes a difference

Staff have regular conversations with young people, helping them stay safe, make positive choices and think about their futures.

This past year, staff supported young people through a total of **41,182** conversations:

- **9,545** about education and training
- **8,419** about healthy relationships
- **11,819** about healthy lifestyles
- **7,460** about mental health
- **9,301** about drugs, alcohol, smoking or vaping
- **1,638** about gambling or gaming

Many conversations happen naturally through play and activities, helping young people feel heard and supported early.

Why this matters

These services provide safe spaces for young people, support families, and make neighbourhoods safer - especially for those where outdoor space is limited.

Did you know?

We won an award in the Playworkers National Awards for our professional development.

Did you know?

The John Pounds Centre in Portsea is now part of Portsmouth Homes. It offers a wide range of inclusive activities and support.



Resident engagement

Your feedback shapes our services. This past year we've continued our pledge to work with you through groups, consultations, walkabouts and community events to improve services and guide key decisions.

Your Resident Pledge 2024–2027

We are still working towards the four goals we agreed with you.

1. Improving communication

This year, we made it easier to stay informed and get involved by launching an email newsletter, introducing a new tenant handbook, growing our Facebook page and improving our website using your feedback.

We offer more ways to stay in touch, including House Talk, an email newsletter, Facebook, and local events. We'll keep improving this so information is clear and timely.

2. Hearing from more residents

We gave residents more ways to get involved, including focus groups, consultations, workshops and informal sessions. We also spoke to residents locally and used feedback to shape key projects like building safety, office changes and estate improvements.

3. Strengthening resident scrutiny

We supported residents to hold us to account and shape decisions. They chose review topics, helped assess policies, and were involved in selecting our new gas contractor.

4. Understanding your communities

We strengthened links with local communities through events and engagement, using feedback to shape services and respond to local needs.

You said...

You wanted more interactive sessions, visits to services and contractors, and chances to meet frontline staff.

So we...

Made our sessions more hands-on and arranged visits to the housing depot, the repairs support team and contractors, so residents could see how services work and meet the people behind them.

"I found it absolutely amazing and very interesting and informative. I definitely need to get involved more with other groups."

Looking ahead

We'll use your feedback to shape major programmes, train our scrutiny panel, launch new focus groups, and involve residents more in recruitment and key decisions. Your feedback not only shapes how we involve you, it also helps shape the policies we use and the changes we make when things go wrong.

Did you know?

It's now even easier to get involved in our Resident Consortium group with the option to join digitally online or in person. Contact our resident engagement team to find out more (info on page 48).

Portsmouth Homes email updates

All Portsmouth Homes residents are welcome to sign up to receive email updates from us. Scan the QR code to sign up today →



Complaints, comments and compliments

In April 2024, we introduced a new complaints service to make it easier for you to raise issues and learn from them.

We've continued improving it in line with the Housing Ombudsman's code, focusing on timely responses, clear explanations and learning. We also use complaints alongside TSM feedback to target improvements.



How residents helped shape housing policies

Your feedback led to real changes in how we communicate, support you and make decisions, like having:

- clearer support and communication in our decant policy
- a succession policy that's easier to understand
- a flexible, supportive approach to moving home
- clearer policies on complaints, domestic abuse, anti-social behaviour, hate crime, and electrical safety.

Overall, your feedback is helping make services clearer and more supportive. Next: we'll finalise the pets and mobility scooter policies in 2026, and develop a new pests policy.

You can find all our policies on our website - just go to portsmouth.gov.uk/portsmouthhomes and scroll to the bottom of the page.

Did you know?

You can help shape policies at every stage, from early ideas to final decisions. We also use complaints to check if policies are working.

This year, we...

- received 492 complaints, of which 21 were withdrawn
- responded to 471 complaints
- replied to 406 complaints (86%) within Complaint Handling Code timescales*
- offered £12,978 in financial remedies where things had gone wrong
- received 72 compliments

*Stage 1 complaints are acknowledged within five working days and answered within 10. Stage 2 responses are due within 20 working days. We will tell you if there is a delay.

Most complaints were about:

- repairs (229)
- anti-social behaviour (53)
- communication (38)
- policy (55)
- other reasons (39)
- inadequate service (21)

What we learned

"You need to take complaints more seriously and show that something is being done."

You told us we need to improve communication, especially after damp inspections and in complex cases. We're responding with text reminders, clearer follow-ups and better recording of your needs.

Working with you

This year, our resident scrutiny group reviewed our complaints service and helped identify improvements, which we're now putting in place.

Ombudsman decisions

12 cases were completed this year, and we're using the lessons to improve services, with senior managers tracking actions. You can view the Housing Ombudsman's findings on their website.

Did you know?

It's free and easy to make a complaint by email, phone, through your housing officer or any member of staff.

You can see our full report and self-assessment online by searching 'annual complaints report' on portsmouth.gov.uk



Community Funds 4 U:

Helping build stronger communities

Community Funds 4 U has helped residents run local activities across the city, funding things like room hire, equipment and food. These small grants reduce isolation, bring people together and strengthen communities.

Funding supported a wide range of projects, including in:

Paulsgrove

Funding helped SEND Faces continue its drop-in service and supported a local men's group tackling loneliness and isolation.

Somerstown

Grants supported the Cross-Cultural Women's Group with room hire and equipment, and funded improvements like garden benches and water butts in shared spaces.

Landport

Funding helped bring residents together through social events and activities, including one that raised money for charity.

Wecock

Funding supported a board games group that brought residents together, alongside creative groups, food support and gardening projects, helping build stronger, more connected communities.

Even small grants can make a big difference, helping communities stay active, connected and supported.

As one resident put it:

"The resident engagement team were very helpful in providing the equipment asked for. I would say to any resident who would like support to set up a group or need something, to ask someone from the team to help."



Our commitments for the year ahead

We'll focus on improving home safety, quality and long-term management, guided by your feedback.

1

Safe, well-maintained homes

We'll continue carrying out checks and making improvements to homes where needed - making sure they meet required standards and are as safe as practically possible.

2

Looking after homes for the long term

We'll introduce a new asset management strategy to better plan improvements and invest in the right homes, making sure we spend money in the right places.

3

Improving everyday services

We'll keep improving services using your feedback, including repairs, communication, complaints handling, and making services more consistent and reliable.

4

Supporting you and listening to your voice

We'll continue supporting residents with the cost of living and offer specialist help when needed. We'll listen to your feedback to improve services, take action on anti-social behaviour, and give you clear ways to have your say and hold us to account.

How to get involved

What did you think of this report? Let us know:

📄 Visit portsmouth.gov.uk/ph-reports or scan the QR code →

✉ Email housing.engagement@portsmouthcc.gov.uk

☎ or call **023 9283 4835**

