

house talk

Summer 2026 • The exclusive magazine for Portsmouth Homes tenants and leaseholders

Annual report summer issue!

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activity**

**Colour in
your own
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CITY COUNCIL**

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Resident Engagement Team

We're here for you! We can answer your questions, help you get involved in a community group, can listen to your suggestions and millions of other things. Plus it's really easy for you to get in touch with us.

How to contact us

Write to us at **The Resident Participation Centre, 37 Sharps Rd, Havant, Hants, PO9 5QJ**

Email housing.engagement@portsmouthcc.gov.uk or call **023 9283 4835**.

Follow us

Be the neighbour in the know by heading to our Facebook page at **facebook.com/yourportsmouthhomes**

Competitions

Competitions in House Talk are open only to residents who live in a Portsmouth Homes property. They aren't open to Portsmouth City Council employees. One entry per household.

Recycle

House Talk is printed on 100% recycled paper using vegetable inks. Please recycle this magazine.

Leaseholder services

Paulsgrove & Wecock Farm **023 9283 4561**
 Buckland, Landport & Portsea **023 9283 4845**
 City South **023 9284 1486**
 Leigh Park **023 9284 1741**

Housing teams

Somerstown..... **023 9260 6300**
 Leigh Park **023 9230 6900**
 Paulsgrove..... **023 9260 6030**
 Out-of-hours **023 9282 4244**

You might have noticed this list has changed. Don't worry - you just need to call whichever one is nearest to you.

Learn more about the changes on page 4.

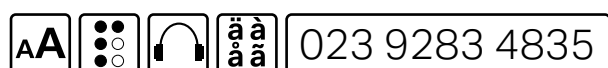
Know anyone who needs this in a different language?

Chcesz mieć ten magazyn w innym języku?

想要这本杂志的不同语言版本吗?

একটভিন্ৰ ভাষায় এই পত্ৰকি চান?

Call/Dzwonić/称呼/কল: **023 9283 4835**



House Talk is produced by Portsmouth City Council.
portsmouth.gov.uk

Hi everyone!

Welcome to the 2026 summer edition of House Talk. I'm Colette Hill, assistant director of neighbourhoods at the council and Portsmouth Homes.

I manage Portsmouth Homes' neighbourhood services teams and the anti-social behaviour team. My role also includes overseeing other council services closely linked to housing, such as waste collection and disposal, CCTV, community wardens, environmental enforcement and the dog kennels, and I have a responsibility to ensure these services are compliant against the relevant consumer standards set out by the Regulator of Social Housing.

I've been part of the housing team for over 30 years in various roles, and I take great pride in working with residents to keep the city safe, clean, and well-maintained while continuously improving our services.

In this issue you'll find our yearly performance report from page 29 onwards. It's an important read which tells you how we've performed as your landlord this past year and the changes we've made as a result of your feedback.

But the report isn't the only place you can find out how we're doing. On our website, you can find regular updates on our performance, which will next be updated in August: **portsmouth.gov.uk/tsm**

Importantly, all of our performance reporting has been helped shaped by you. Those of you who took part in resident workshops have helped us make us everything clearer and more relevant to what you care about - from deciding what we measure, to the words we use and how we explain what's going well and where we need to improve. This helps you better understand our services today, while showing how your feedback is directly influencing how we plan, improve and deliver services at Portsmouth Homes.

As always, we'd love your feedback on our latest reports. If you have any thoughts or suggestions, please let our resident engagement team know (contact info is on page 2).

Happy reading,

Colette Hill



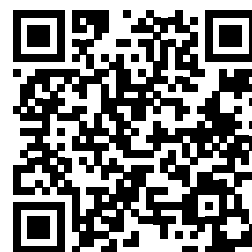
Get the latest updates, local events, and helpful tips straight to your inbox and feed.

Our monthly Portsmouth Homes newsletter brings you useful info without the spam, and our Facebook page is full of quick updates, videos, and community news.

Go to **portsmouth.gov.uk/****PortsmouthHomes** or scan the QR codes to sign up and follow us.

Follow us

on Facebook



Sign up for

our newsletter





Local Government Reorganisation

What's changing in Hampshire and what it means for Portsmouth Homes tenants, leaseholders and shared residents.

Earlier this year, the government set out plans to reorganise local councils across Hampshire. While this sounds like a big change, it's important to know that nothing is changing right now, and the way we manage and look after your home continues as normal.

From April 2028, the current council structure will change. Portsmouth City Council, along with Fareham, Gosport, Havant, and parts of Hampshire County Council, will come together as one new, larger council. This is a decision made by the government, and the councils involved are already working closely and having open conversations to plan how this will work in practice.

What does this mean for you?

Local Government Reorganisation (LGR) may change **who** your landlord (Portsmouth Homes) is but will not change **what** your landlord does. This means you can still expect the level of service, support and communication currently provided by us.

Three of the councils involved are social housing landlords, and we're all held to the same national standards set by the Social Housing Regulator. We're also overseen by the Housing Ombudsman, **so are all committed to the same level of service for things like how we handle complaints, communicate, listen, and consult.**

Did you know that

we work closely

together already?

Portsmouth, Gosport and Fareham have strong, established relationships as social housing landlords. We regularly share best practice and support one another. Although Havant is not a social housing landlord, it is part of these relationships and as a council it works with partners to provide social housing to local people.

This transition is about building on what already works well, not starting from scratch. It's an opportunity to take the best ideas, services and approaches from across the area and strengthen them even further. There are far more similarities than differences in how we work, and your feedback will continue to shape what we do.

Statement of commitment:

"We are committed to working closely together, openly and transparently, as we move towards becoming a new unitary council, always keeping tenants, leaseholders and shared owners at the heart of everything we do."

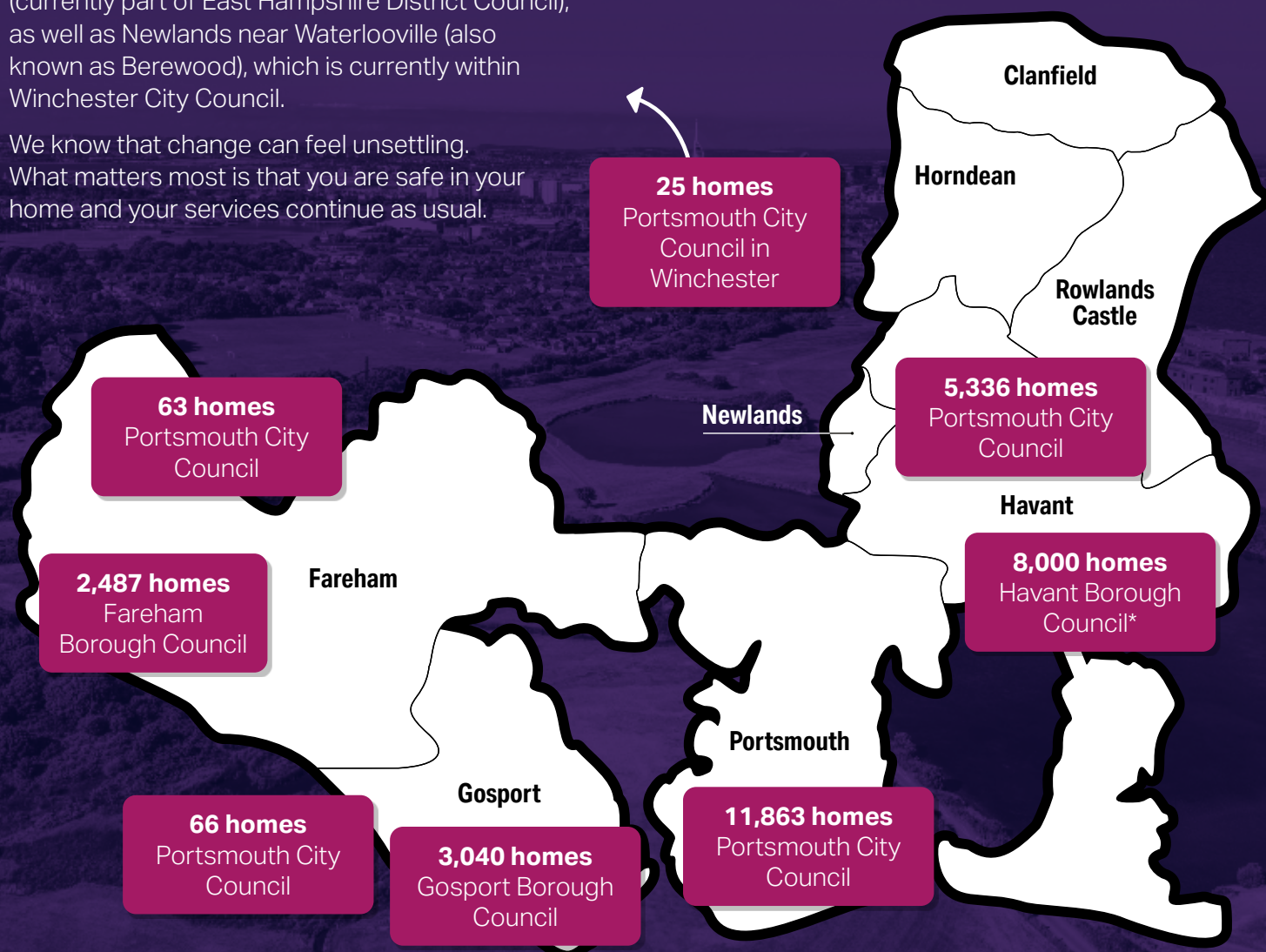
Proposed new council

This map shows the proposed new council area and how many homes are currently owned by each council. Under this proposal, all of these homes would be managed by the new council

The new council will also include the parishes of Clanfield, Horndean and Rowlands Castle (currently part of East Hampshire District Council), as well as Newlands near Waterlooville (also known as Berewood), which is currently within Winchester City Council.

We know that change can feel unsettling. What matters most is that you are safe in your home and your services continue as usual.

While we may not have all the answers just yet, we are committed to keeping you informed every step of the way. If you have any concerns or questions about the changes ahead then please contact the Resident Engagement Team.



**In partnership with Registered Provider homes*

What about devolution?

Alongside council reorganisation, the government is also moving ahead with devolution plans for Hampshire and the Solent. This separate piece of work will create a new combined county authority, bringing £1.3bn of investment into the region to help drive economic growth and unlock new opportunities for residents and businesses.

The new authority is expected to begin operating this summer, with elections for a new mayor planned for 2028. You can find out more at hantsandsolent-ca.gov.uk



What's new with our contractors

We work with a range of contractors who carry out essential safety checks and repairs in your home and in communal areas. Because these services directly affect you, we make sure you're involved when we bring new contractors on board. Your voice genuinely shapes who we work with.

What's new?

You recently helped us choose our new gas contractor, **Sureserve**, who have been working with us for four months now. While most residents have experienced a smooth transition, we know there's been some initial challenges in a small number of cases. We're working closely with Sureserve to address these and improve the service for everyone.

A quick reminder

Those annual gas safety checks carried out by Sureserve are really important. Giving them access to your home helps us keep your property safe, warm, and ready for the colder months.

What's coming up?

We've awarded a new fire safety contract to **RGE Services Ltd**. Starting in September, you may notice their team working in communal areas, checking fire alarms, sprinklers, and other life saving equipment. These checks are routine but vital, and they help keep everyone in the building safe.

What's going on now?

We are working with residents to renew our repairs and maintenance contracts which expire in April 2027 and are currently held by Comserv and Mountjoy. We are running a full tender exercise and things are moving along well.

We expect to share the final outcome in December 2026. Your involvement makes a real difference. By sharing your views and experiences, you help us shape services that work for you - and with you. We truly appreciate your continued support and engagement.



New youth hub opening

soon in Stamshaw

A new youth space next to Stamshaw Adventure Playground is nearly ready to open its doors to the public. The new space, run by our Play, Youth and Community service, will support local young people with activities during daytimes and evenings.

This includes employability support and workplace opportunities supported by the council's Careers and Advice service, helping young people take steps towards employment, training or further education. Importantly, it will be a safe, modern place where young people can learn new skills, spend time with others, and grow in confidence.

The project was funded by BAE Systems, who offer a multitude of apprenticeships to young people. They will run talks and site visits focused on science, technology, engineering and maths (STEM) to help inspire future careers. There will be an official 'opening' held by BAE to celebrate the space later this year.

Did you know?

We're proud to be "growing our own" talent right here in Portsmouth. By investing in apprenticeships, training and career development, we're helping local people build skills and careers in construction, engineering and community services which helps bring projects like this to life.

Your data and the National Fraud Initiative

Did you know we participate in the National Fraud Initiative (NFI) to help prevent and detect fraud? This means we'll securely compare some of the information you've given us (like your name, address, and housing details) with data from other public services.

The NFI initiative helps us make sure housing and benefits go to those who genuinely need them. Your personal information is protected by strict data protection laws, and we only use it for this specific purpose. We won't share it with private companies or use it for marketing.

If you have any questions about how we handle your data or the NFI process, please contact your housing office.



**What
you need
to know**



Let's talk policies

Policies we need your views on

With the help of residents in our focus group, we're proposing some important changes to the following policies - and we want to know what you think.

Mobility scooter policy - consultation now open

We're still finalising the proposed changes, but they'll be live on our website for you to give feedback on by the time you read this. Or you can get direct updates about it - head to page 3 to find out how.

Pet policy - consultation open until 17 August

The proposed changes cover:

- How to apply to have a pet
- What's expected from owners
- How many pets are suitable for each type of home
- What happens if pets cause problems
- What you can and can't keep, including assistance and support animals

Our aim is to make the policy clearer, fairer, and in line with the Renter's Right Act, but we want to know if they work for you.

How to share your views

- Go to portsmouth.gov.uk/policyfeedback
- Choose the policy you want to give feedback on under 'Open consultations'
- Answer a few short questions!

Need help with the survey or want to join a focus group? Call **023 9283 4835** or email

housing.engagement@portsmouthcc.gov.uk

The latest policies

you've helped shape

- Fire safety
- Safeguarding
- Resident emergency evacuation support

Plus you've helped us introduce new, easier to read 'bitesize' policies! Find all our policies at portsmouth.gov.uk/tenantpolicy

New resident stamp reveal

Some residents recently helped us design a set of 'stamps' to show when your feedback has made a difference.

They helped design two options which went out to a vote via our newsletter and Facebook page - and a whopping 79% of you chose this winning design! You'll start seeing the stamps on things like policies, letters, and in House Talk going forward.

Don't miss out on future votes like this!

Head to page 3 to find all the ways to stay updated.



Summer rules

for communal areas

We know many of you want to enjoy the outdoor spaces you share with your neighbours this summer. However, each year we see the same issues with people setting up large items like swimming pools and climbing structures in communal areas - which isn't allowed under any circumstances. It creates safety risks for all residents, particularly small children, and diverts staff from doing other important work.

To keep things simple, please remember these four rules:

1. Don't **use** any items in communal areas that you can't pack away quickly
2. Don't **leave** items in communal areas
3. If you see an item left out, **let us know**
4. If you're unsure, check our website or contact your housing officer

What counts as a communal area?

Any shared space everyone can use, including hallways, stairwells, and shared balconies, gardens and grass areas.

If items are left out

If items are left in communal areas, we will ask you to remove them. If this fails, we will remove the item ourselves and this could result in a fine.

What summer items aren't allowed?

As a guide, if it can't be packed away quickly and easily, it shouldn't be there.



Swimming pools or hot tubs



Trampolines or bouncy castles



Climbing frames or similar

What is allowed?

These must always be supervised and packed away after use.

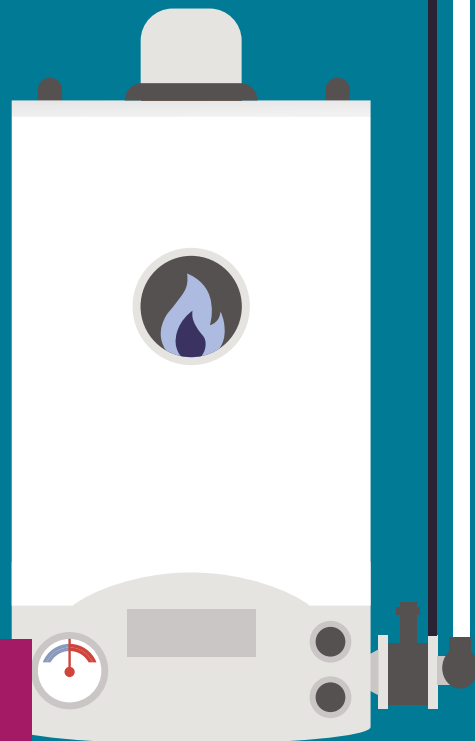


Toddler-sized paddling pools



Children's toys

Need help or have more questions? Visit portsmouth.gov.uk/communal or contact your housing officer.



Complaints vs Service requests

Use the right option to get help faster

Complaints

For when you're unhappy with our service or how something was handled

"I reported some anti-social behaviour in my block and I'm not happy with how you handled it"

"I'm not happy with your repair work"

"You didn't show up when you said you would"

"A staff member was rude to me"

Service request

For when you're asking us to do something or need information

Repairs e.g. "One of my light sockets isn't working"

Updates e.g. "I reported a repair last week - can I get an update?"

Communal issues e.g. "There's some anti-social behaviour happening in my block"

Make a complaint

 portsmouth.gov.uk/complaints
 Or call 023 9260 6383



Make a service request

 portsmouth.gov.uk/tenants
 Or call your housing officer



Project 2030

update

Sarah Robinson House

Following the Grenfell Inquiry, there are new national building safety and fire safety requirements.

There is also a Building Safety Regulator and Social Housing Regulator to make sure landlords carry out the work needed to meet these standards.

We are currently carrying out works so our high-rise homes meet the new requirements.

Our plan covers 22 buildings across our housing stock, and we aim to complete the programme by 2030. We want to reassure you that our high-rise buildings remain safe.

However, some improvement works are needed. We will keep residents informed throughout the programme and will speak with affected households about what the works mean for them. We will also hold dedicated sessions for each high-rise building.

As we begin these conversations in each block, you will be able to keep up to date through this webpage portsmouth.gov.uk/project2030

To support anyone who may need to move temporarily or permanently during the works, we have created a dedicated team to support you from the earliest conversations through to practical help with any move.

Our former head of local authority housing, Mark Fitch, is leading the team, and will make sure all residents have clear information and personalised support.



Ladywood House, Pickwick House and Copperfield House

Blocks we've talked to so far:

- **Ladywood House**
We've reached out to all residents and held an in-person event in June. We're also in the early stages of planning for decants.
- **Sarah Robinson House, Pickwick House, and Copperfield House**
Same as above, and we're currently carrying out 'Project Tenancy Update Visits' to all residents in these buildings.
- **Hawthorn Crescent**
Same as above, with another resident event planned for mid-July. Surveys are also ongoing.

Let's laugh!

Why did the beach get angry?

BECAUSE IT NOTICED
THE SEA WEED...

Why do bananas use sunscreen?

BECAUSE THEY PEELED

What do sheep do on nice summer days?

GO TO A BAA-BAA-CUE

What does the sun drink from?

SUNGLASSES!

How did the seagull call her mom?

ON THE SHELLPHONE!

Do you know how to say 'summer' in other languages?

ITALIAN

Estate

Pronounced *Es-tah-teh*

SPANISH

Verano

Pronounced *Ver-rah-noh*

POLISH

Lato

Pronounced *Lat-oh*

CZECH

Léto

Pronounced *Let-oh*

FRENCH

Été

Pronounced *Ay-tay*

CHINESE

Xià tiān

Pronounced *She-ah, tee-an*

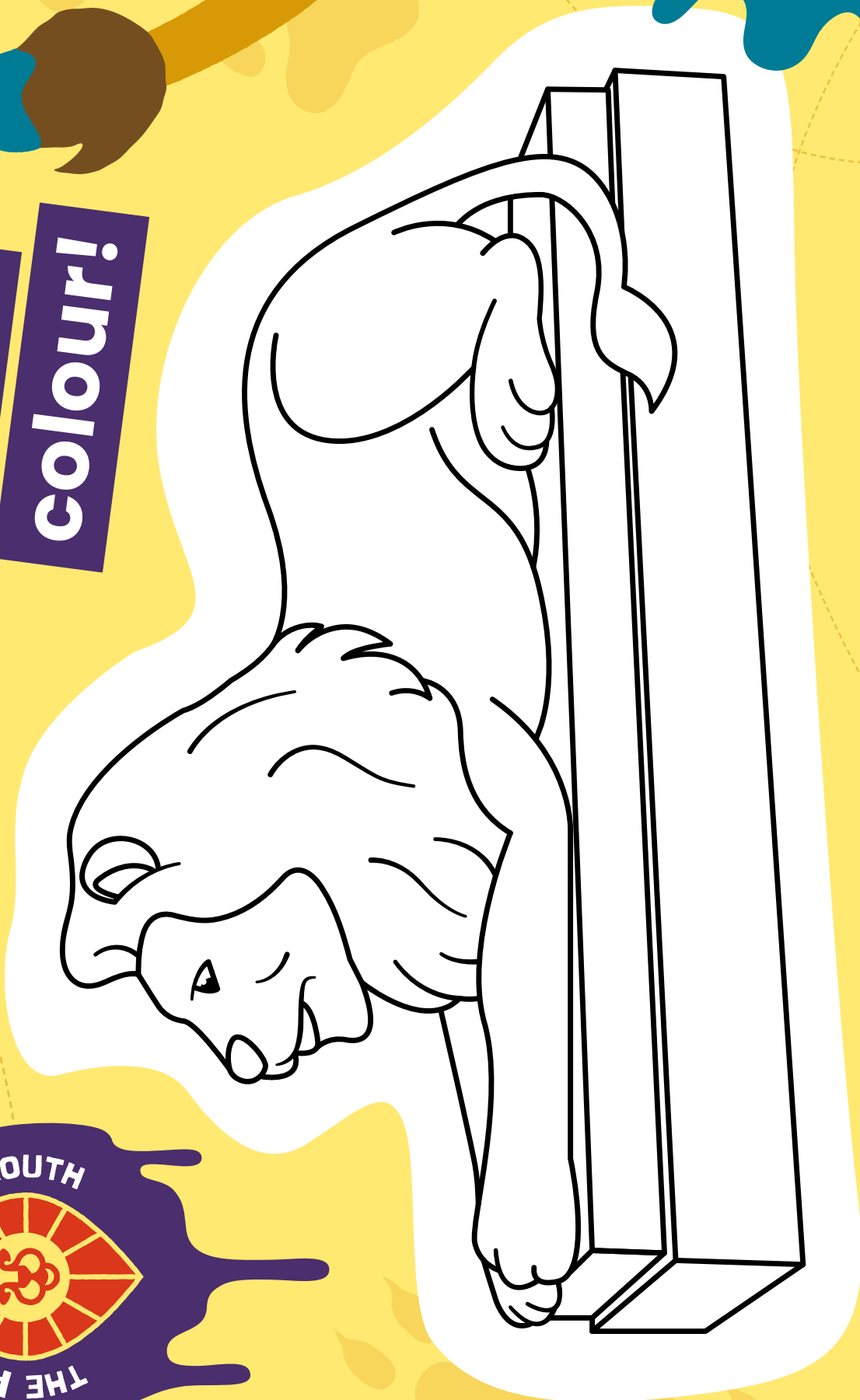
ARABIC

As-sayf

Pronounced *Us-sighf*



**Let's
colour!**



**Portsmouth recently celebrated 100 years of city status,
so you might have seen some cool lion statues around town.**

But we want to know what your lion would look like! Be as creative and colourful as you like!



Craft activity

Make your own peg-tacular napkin holder

Perfect for summer BBQs, parties, or picnics!

What you'll need:

- **Wooden clothes pins** (as many as you want, but you'll need about 26 pins for one napkin holder)
- **Glue**
- **Scissors**
- **Napkins**
- **Optional: paint, paint pens, napkins**

**Takes
about
1 hour**

What you need to do

1. Take a peg and remove the spring to give you two halves.
2. Glue the halves of the peg together back-to-back, so the straight sides are glued together.
3. Repeat with at least eight more pins.
4. Assemble these back-to-back by gluing together at the narrowest part to create a rainbow shaped arc.
5. Take another peg, remove the spring, attach one half to each end of the arc, straight sides at the bottom to give you a flat base. Adjust the number of pins in your arc if you need to.
6. Repeat steps 1-4 until you have two rainbow shaped arcs.
7. You can leave the arcs as they are, or decorate them however you like - why not try using paint, or cutting out shapes from paper napkins and sticking these on?
8. Take three pins and remove the spring from each, as in step 1.
9. Glue three halves together, side by side along the narrowest straight edge. Repeat. These will form the base of your napkin holder.
10. Glue the base pieces to the back of one arc along the bottom edge, so you have one on each end.

6 budget-friendly jacket potato meals

Less than £5 and under 5 ingredients

Jacket potatoes have been popping up on takeaway menus across Portsmouth – but they're just as easy (and so much cheaper!) to make at home.

These simple ideas use five ingredients or less and can each be made for around £5 or less. They're filling, flexible, and perfect for using up fridge staples.

How to make the perfect jacket potato

1. Heat oven to 200°C (180°C fan).
2. Wash the potato, prick with a fork, and rub with a little oil and salt (optional).
3. Bake directly on the shelf for 45–60 minutes until crispy outside and soft inside.

Short on time? Microwave for 8–10 minutes first, then finish in the oven or air fryer for 10–15 minutes.



Tuna mayo sweetcorn

Ingredients:

- 1 tin tuna (drained)
- 2 tbsp mayonnaise
- Handful of sweetcorn

Swap idea: Use light mayo or yoghurt for a healthier version.

Cheesy coleslaw

Ingredients:

- Ready-made coleslaw
- 25–35g grated cheddar

Egg mayo and spring onion

Ingredients:

- 2 eggs (boiled)
- 1 tbsp mayonnaise
- 1 spring onion (chopped)

Classic cheese and beans

Ingredients:

- Tin of baked beans
- 25–35g grated cheddar
- Butter (optional)

Leftover Chicken & BBQ Sauce

Ingredients:

- Cooked chicken (leftovers or pre-cooked)
- 2 tbsp BBQ sauce
- 23–35g cheddar



Simple chilli jacket

Ingredients:

- 1 tin chilli (or leftover homemade chilli)
- 25–35g grated cheese

Extra tips!

Buying potatoes in a larger pack is cheaper, and you can just freeze what you don't use (you can freeze them either cooked or uncooked). Use the **TooGoodToGo** app to rescue unsold food at your local shops and restaurants, at a huge discount!

What's on at...

Your Resident Participation Centre

📍 37 Sharps Road, Havant, PO9 5QJ
✉ housing.engagement@portsmouthcc.gov.uk
☎ 023 9283 4835

Resident Participation open day

📅 Tuesday 25 August, 10am–2pm

Join us for a free, family-friendly event packed with fun, games, crafts, and refreshments! Children must bring a grown-up. No need to book, just come along.

Craft Club

📅 Every 2nd Monday of the month, 11am–1pm

A relaxed and creative session to try new crafts and share ideas. No experience needed.

Mindful Moments

📅 Every 4th Monday of the month, 11am–1pm

A calm break from busy days. Enjoy colouring, light puzzles, or just take time to unwind.

Garden Club

📅 Every Tuesday, 11am–1pm

Help refresh our garden for the summer! Learn skills such as planting, weeding, and growing flowers.

Foodie Friends

📅 Every 1st and 3rd Wednesday of the month, 10.30am–12.30pm

Learn new kitchen skills and cook simple, tasty, and budget-friendly meals with a friendly group.

Monthly Bingo

📅 Every 3rd Wednesday of the month, 11am–1pm

A fun and lively session with friendly competition and the chance to win some fantastic prizes.

Kids Club

📅 Tuesdays (school holidays only), 11am–1pm

Keep children busy and creative in the school holidays with crafts, games, gardening, baking, and more!



Residents enjoying a celebration day at the centre!

Or come along to...

Paulsgrove Community Centre

📍 5 Marsden Road, PO6 4JB
☎ 023 9284 1555
📘 Search and follow 'Paulsgrove Community Centre' on Facebook to find out what's on.

Acorn Centre

📍 3 The Kestrels, Waterloo, PO8 9UX
☎ 023 9225 8423
🌐 www.acorncentre.org.uk

Crafts

📅 Tuesdays, 10am–12pm

Cheerful and creative sessions with good company.

Summer Play dates

📅 Tuesdays, Wednesdays and Thursdays, 10.30–2.30pm

Sessions will run in the weeks beginning 27 July, 3 August, 10 August and 17 August.

Coffee mornings - all welcome!

📅 Pickwick House: Wednesdays, 10am

📅 Copperfield House: Wednesdays, 10am

📅 Buckland Adventure Playground: Wednesdays, 10am

📅 Darwin House community café & coffee morning (Landport): Fridays, 10am

Plus our community centres in Cosham, Somerstown, and Buckland! Visit pycportsmouth.co.uk for more info. Outside of Portsmouth? Head to connecttosupportthampshire.org.uk

Resident Consortium

Consortiums are a chance for you to learn about different areas of our housing - whether that's giving you an important update or explaining parts of our services in a clearer way.

All sessions take place at the Somerstown Hub.

- 3 September - Neighbourhood services
- 1 October - Updates on play, youth and community, and compliance
- 5 November - Housing management, including anti-social behaviour

When you attend a resident consortium

Get this signed by a member of the resident engagement team on arrival to get your free tea or filtered coffee at the Hub Cafe!

Summer 2026 issue.



Signed:..... Date:.....

Neighbourhood Walkabouts

In these sessions we'll look at how we maintain blocks, grass cutting, bin areas and communal spaces, and show you how to report issues. Walkabouts are accessible and can be changed to suit you.

Upcoming walkabouts (Specific meeting points to be confirmed - just follow Portsmouth Homes on Facebook or contact us using the details below to stay updated):

- | | |
|--|--|
| • Landport
23 September, 2–4pm | • Paulsgrove
7 October, 10–12pm |
| • Wecock
29 September, 10–12pm | • Portsea
14 October, 1–3pm |
| • Leigh Park
1 October, 1–3pm | • Buckland
15 October, 2–4pm |
| • Crookhorn
6 October, 1–3pm | • Somerstown
21 October, 10–12pm |

Want to get involved in anything on this page? Let us know:

Email housing.engagement@portsmouthcc.gov.uk or call **023 9283 4835**.

Can't make those any of the above dates or times? Still get in touch.

We can gather your feedback another way. Assistance dogs are welcome.

Focus groups

A great opportunity to get together and help shape housing services.

Upcoming groups at Somerstown Central Hub, PO5 4EZ

Policies

- 17 September, 11–1pm in Room 4, or 6–8pm online

Neighbourhood Services

- 29 October, 11–1pm in Room 4

House Talk

- 10 September, 11–1pm in Room 4

Rents

- 24 September, 11–1pm in Room 4, or 6–8pm online

Rents, line by line

Our Line by Line review meeting helps you understand how we spend your rent and service charges, as well as how you can help shape next year's changes. It's an informal meeting where you can ask questions and share your thoughts.

- Thursday 24 September, 11am–1pm at Somerstown Hub and 6.30–8pm online

Need help getting to the Hub?

We can arrange a taxi for you.

Community

Funds 4 you



The Acorn Centre's new garden club

Scott from the Acorn Centre said:

"The generous contribution of plants and soil will support the development of the garden, create a welcoming space, and help us grow vegetables to share with the local community. We are grateful for the support of Portsmouth Homes and Garden Club."

CommunityFunds4U, the resident engagement team's unique funding project, is helping to set up social groups and activities across your housing estates.

With support from the scheme, the Acorn Centre in Wecock Farm has launched a new garden club, receiving seeds, soil and ready-to-grow vegetables. We can't wait to see how their garden grows!

To find out more about Garden Club or other activities at the Acorn Centre, visit:

 acorncentre.org.uk

 **023 9225 8423**

Want to know more about CommunityFunds4U, or interested in starting a group of your own? Email housing.engagement@portsmouthcc.gov.uk or call **023 9283 4835**.

Spotlight on...Leigh Park

Connect4Families run a series of 'Family Fun Days' in the summer at Park Community School (Havant) for children aged 4-10 who are entitled to free school meals.

Families can book onto these fun and engaging sessions - the activities on offer include cooking, crafts and sports. Our Resident Engagement team had a fantastic time attending and supporting last year's events, and they're excited to do the same this year.

The next family fun days will run from 10-13 August.

To find out more, visit:

 eequ.org/connect4familiesandyouth

 [@Connect4Families](https://www.facebook.com/Connect4Families)



The next family fun days will run 10-13 August

Good neighbour shoutout to...Gina!



This issue, we celebrate Portsea local Gina who has spent years supporting her community through volunteering and disability advocacy.

Gina's work

- ★ Gina's been a part of Portsea Pantry since it opened in 2022, helping it grow into a vital service which now supports around 60 households every week.
- ★ She also contributes to the John Pounds Community Trust, supporting the 'Treadgolds Warehouse' - a hub for events, groups, and its much-loved community garden.
- ★ Through HIVE Portsmouth, she is also helping launch a new disability hub in Cascades, offering advice, support groups, and digital inclusion services, with a vision to empower disabled "champions."
- ★ Now the southeast representative for the 'Wheelchair Collective', Gina makes sure user voices shape services.

It's thanks to people like Gina that local communities can access more help, support, and opportunities they need - and we couldn't be more thankful for everything she does (and we know we're not the only ones!).

Find out more about the organisations Gina supports:

- 📄 johnpoundscentre.co.uk/portsea-pantry
- 📄 treadgolds.co.uk
- 📄 hiveportsmouth.org.uk
- 📄 wheelchair-alliance.co.uk

Have a neighbour you'd like to shoutout? Let us know:

- ✉ housing.engagement@portsmouthcc.gov.uk
- ☎ 023 9283 4835

Haircuts

for the

community

We also wanted to shoutout local hairdresser, Lisa Parvin, who visits one of our blocks every eight weeks to offer haircuts to residents who might find it difficult to get out the house.

Residents have told us Lisa's visits are always a highlight. They provide a friendly atmosphere for people to socialise in and the chance to leave with a fresh do!

"The main thing is she comes to us, and the price is affordable."

While Lisa is currently too busy to take on new clients at the block, we just wanted to give her a shout out to say thank you on behalf of us and the community!



Healthy Start is worth up to £442 a year and can help you buy food and milk for your children if they are under four years old or for yourself if you are over ten weeks pregnant.

You can also get Healthy Start women's tablets and children's drops for free if you receive Healthy Start.

Am I eligible?

You can get Healthy Start if all the following apply to you:

- have at least one child under four years old or are over ten weeks pregnant
- get Universal Credit
- earn less than £408 a month.

How much will I get for my children?

- £4.65 each week of your pregnancy (from the 10th week of your pregnancy)
- £9.30 each week for children from birth to one years old
- £4.65 each week for children between one and four years old

Your money will stop after your child's fourth birthday, or if you no longer get benefits.

You can also get free Healthy Start vitamins.

How do I apply?

You can find out more information and apply by visiting **healthystart.nhs.uk**

The details you use to apply for Healthy Start must match the details on your Universal Credit claim.

Go to your Universal Credit account **gov.uk/sign-in-universal-credit** to check:

- your address details, including your postcode
- that all of your children are named and verified on your Universal Credit claim.

If you need help, please call **0300 330 7010**.

Help to apply

If you need support with filling in the application or accessing the internet, then our Family Hub Champions within Family Hubs can support you.

Family Hubs are places in your community where you can get information, guidance, and various free services, activities, and support for families with children up to 25 years old, all in one location.

Portsmouth has five family hubs located across the city, for more information visit **portsmouth.gov.uk/familyhubs**



Crisis and Resilience Fund

A new kind of support

A new way of supporting Portsmouth residents in financial hardship is up and running.

It's called the Crisis and Resilience Fund (CRF) and it replaced the Household Support Fund as of 1 April. The CRF has an increased focus on giving residents preventative support to help them become more financially resilient.

The council will still offer financial support through crisis or housing payments, alongside funding a wide range of services and activities designed to help residents manage their money or debt and maximise their income.

New crisis payment scheme now open

A crisis payment scheme has opened and provides support for households who have experienced an unexpected financial shock, such as a sudden loss of income or an emergency cost. Support may include a cash payment, vouchers or essential items, depending on a household's individual needs.

Applicants will need to meet the eligibility criteria and show they're facing a financial crisis, and the scheme is due to remain open until March 2029. Find out more at **portsmouth.gov.uk/crisisresiliencefund**

Help to apply

Applying online is the quickest way, but anyone who would like help to apply can call the crisis and resilience fund helpline: **023 9268 8010**.

 Our cost-of-living hub website has information including where to get help with food, energy and travel bills, low-cost activities, money, debt, housing, jobs and health and wellbeing support. Find out more at **portsmouth.gov.uk/col**

 Our cost-of-living helpline is open weekdays on **023 9284 1047**.

Housing payment

The CRF also provides housing payments (formerly known as Discretionary Housing Payments). This provides short-term help with housing costs in certain circumstances.

Search 'housing payment' on **portsmouth.gov.uk** to find more information.

Free school meals

Upcoming changes

Changes to free school meals mean more families could now qualify.

From September 2026 (the start of the academic year), all children from households receiving Universal Credit will be entitled to free school meals.

Check today and see if you're eligible - it could make a real difference for your family.

Find out more and apply online at portsmouth.gov.uk/schoolmeals



Worried about someone becoming homeless?



Please reach out to the council's housing needs team – they may be able to help.

They can work with the person, their family, or their landlord to help them stay in their home or find somewhere suitable.

They can also properly assess the person's housing needs to make sure they get the right support for their situation.

Help us to help them, get in touch today:

☎ 023 9283 4989

✉ housing.options@portsmouthcc.gov.uk

Outside of Portsmouth?

Search 'housing needs' on your local council's website to find the right people to get in touch with.



Home contents insurance

As Portsmouth Homes, we're responsible for the structure of your home, but generally not what's inside. It's terrible to lose things you own due to fire, theft or accident, so we strongly recommend that all tenants and leaseholders take out home contents insurance. This means that if your possessions are stolen, even if an item of sentimental value is irreplaceable, it is some compensation to be insured.

We do provide insurance which may be suitable for you. To apply, or for more information, contact your housing officer. They can also help you complete the application form if you need assistance.

There are lots of different insurance companies – so shop around for the best deal for you. Price comparison websites are often helpful for finding out what's available.

If you discover a loss for which you wish to claim and you've taken out insurance with us, please contact your area office.

Terms and conditions apply, contact your area office for more details.

The policy is arranged by Aon UK Ltd and underwritten by Aviva Insurance Limited. Aviva Insurance Limited, Registered in Scotland Number SC002116. Registered Office: Pitheavlis, Perth PH2 0NH. Authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority. FP.TCI.2026.959.SD

Plan for your pet in an emergency



We've seen an increased number of pets left without care when their owners are suddenly taken into hospital.

To make sure your pets are taken care of in stressful situations like these, you can fill out an emergency pet care card or form.

All you have to do is write the contact details of anyone who can look after your pets in an emergency and display the form in your window or on your fridge.

It's vital information that will alert first responders that you have pets home alone and will help make sure they're taken care of.

We've included the card below which you can cut out and put in your wallet or purse. If you'd like to print the poster, you can find it on our website at portsmouth.gov.uk/dogkennels

IF I CANNOT CARE FOR MY PETS, THE PERSON BELOW HAS OFFERED TO HELP.

Name:

Address:

Telephone number:

Email address:





Support from

SWITCHED ON

PORTSMOUTH

If your energy bills are too high, or you're having problems with your supplier, the Switched On Portsmouth team can help completely free.

What the team can help with

- **Energy problems**

Book a phone appointment to talk through disputes, missed bills or affordability worries.

- **Applications for further energy support**

Schemes are available to provide more support, including free home advice visits and free energy efficiency measures for your home.

The team can check your eligibility, support you with applications, and help you follow up on any problems, such as delays or missing items from scheme providers.

- **Referrals**

If other non-energy support would be helpful, the team can refer you to other agencies and schemes.

They will never ask for payment.

How it works



You call the freephone



They listen to your situation



They check what support you qualify for



They help you apply or resolve issues

Get in touch

☎ 0800 260 5907

✉ hello@switchedonportsmouth.co.uk

🌐 switchedonportsmouth.co.uk

Fire training

**Keeping
you safe**



Did you know that we regularly work with Hampshire and Isle of Wight Fire and Rescue Service to carry out fire training exercises on our buildings?

We do this to make sure the fire service knows how to approach and handle any fires that may happen in the blocks, and that they also check the block to make sure all fire equipment is in place, and safe.

At Portsmouth Homes, we regularly carry out fire checks on every block, but we also run training days to make sure the fire service are familiar with each block in the event of a fire - something we hope offers you additional assurance.

Our most recent one was in March, where we carried out the training exercises at Handsworth House!

Search 'fire safety' at portsmouth.gov.uk to learn more.



What is legionella, and why should I know about it?

Legionella is a water borne bacteria that can cause serious illness and is found when plumbing systems aren't maintained correctly, but it's quite easy to avoid the risks in your plumbing system at home.

How do I avoid it?

Legionella loves to live in still water, so if you're coming back from a lengthy holiday, or if you haven't used your water for three or more days, run the taps (inside and outside) for a few minutes. The risk is very low if you use your taps regularly.

Our engineers make sure your hot water is heated to 60°C to kill off bacteria like legionella, so please don't adjust your hot water settings. If you do think your water isn't hot enough, then please get in touch.

Legionella also likes things like rust and scale, so it is important to descale shower heads and taps regularly.

If you notice the water:

Is a strange colour

Has particles

Has an odd smell or taste

Report as soon as you can

To report a fault, contact the repairs team at customerrepairsteam@portsmouthcc.gov.uk



Making alterations to your home

As time moves on, you may wish to make changes to your home (like changing the layout) and in most cases, we're happy to approve works.

However, it's important that work is undertaken properly to not put you at risk or damage the property.

Some works need planning permission or building control approval, so it's vital you contact us to get written approval before you start.

To the right are some examples of home improvements you must contact us about in advance.

Home improvements examples:



Installing a new kitchen or bathroom suite



Dividing rooms



Converting a roof loft space, outbuilding, or shed



Removing any internal walls or chimney breasts



Building an extension, conservatory or porch



Building a garage or car port, or laying a hard standing

If inappropriate or unsafe work is carried out without our approval, we can force you to reverse it or recharge you to reinstate the property – so please be sure about what you are doing before you start.

Email customerrepairsteam@portsmouthcc.gov.uk or call **023 9284 1311**.

Selling an ex-council home?

We'd love to hear from you

Portsmouth City Council is actively looking to buy back ex-council homes to help meet the growing need for temporary accommodation. In 2024/25, demand rose by 54%, which put pressure on services and budgets.

To tackle this, the council is investing in 200 homes over the next two years to provide better, more affordable housing for those in need. If you or someone you know is selling a former council property, please get in touch. Head to portsmouth.gov.uk/sellmyhome for more info.





Department
for Education

**BEST
START
IN LIFE**



FREE

FUN, FOOD & INCREDIBLE ACTIVITIES!

Throughout the school summer holidays
For 5–11 year olds receiving benefits related free school meals



To book, search 'HAF Fun Pompey' or scan the QR code

📍 FamilyLifePompey ✉ HAF@portsmouthcc.gov.uk



**JOIN US IN
CELEBRATING**

LANDPORT ADVENTURE PLAYGROUND

Wednesday 29 July, 12–4pm

Arundel St, PO1 1PH

Across the road from Asda Fratton carpark



**FUN AND GAMES
CLIMB, PLAY, EXPLORE
EVERYONE WELCOME!**

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

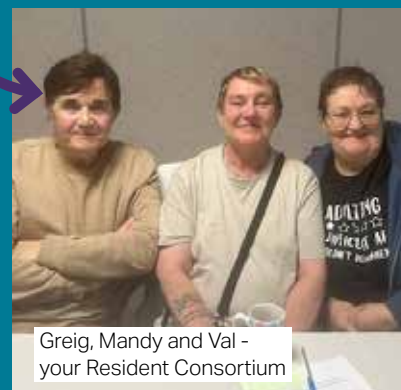
It's been a busy year, and we feel more involved than ever, working with Portsmouth Homes to improve services. It's great to see more people joining meetings, but we'd still love a wider mix, so everyone feels represented. We've helped shape key decisions, from choosing contractors to developing policies 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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Greig, Mandy and Val - your Resident Consortium

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 hour 15 mins**.
- 👍 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

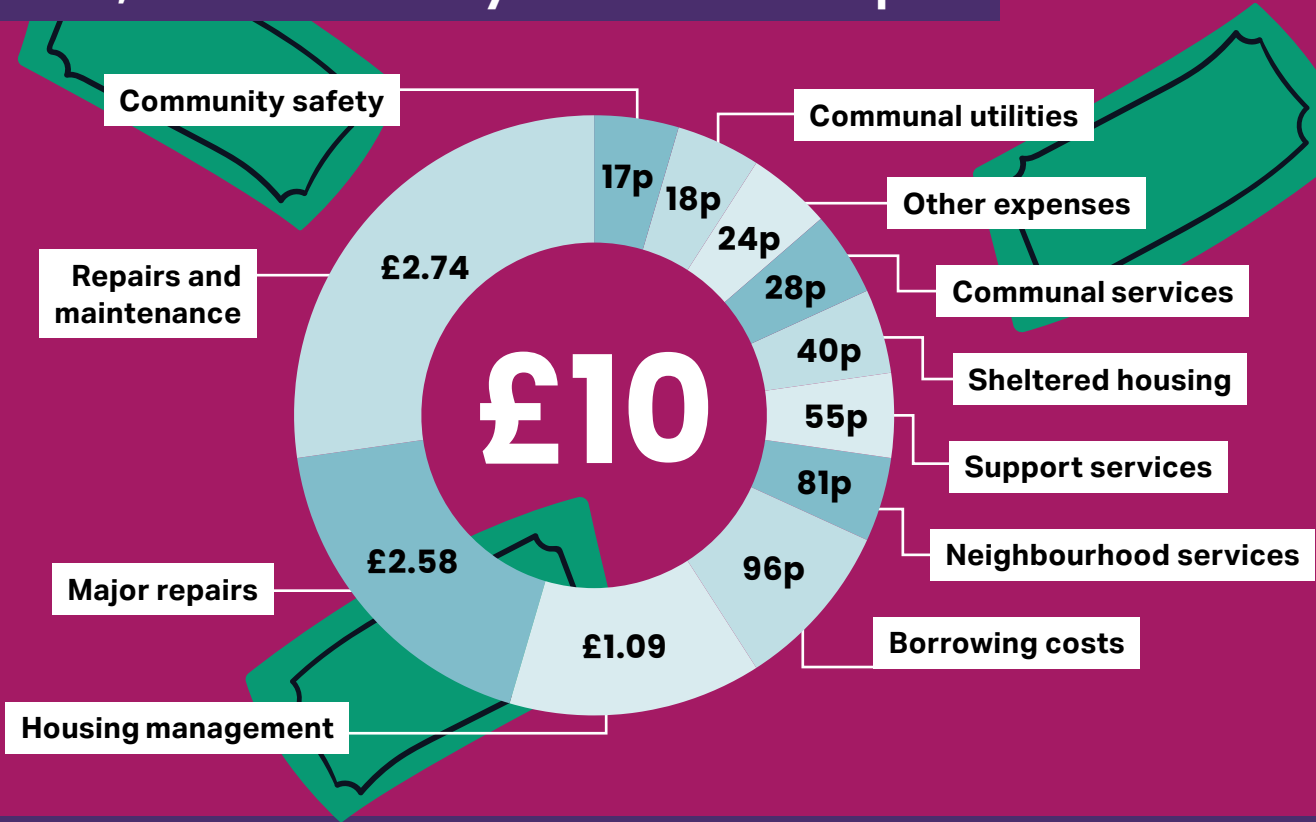
We initially estimated our yearly income at £115.64m, but our actual income came to £117.52m. As a result, we only needed to draw £130,000 from our reserves, less than the £1.99m we expected to use to cover our annual costs.

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**

