

People**FIRST**

The magazine for the residents of Pickering and Ferens Homes



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Welcome from Claire



Hello everyone,

I'm delighted to welcome you to our summer edition of People First. As always, this newsletter is a wonderful reminder of the strength, kindness and community spirit that make PFH such a special place to live and work.

Over the past few months, we've celebrated milestones, enjoyed workshops and wellbeing activities, and continued improving our homes and neighbourhoods. From new bus shelters and refreshed communal spaces to breaking ground on the next phase of Orchard Garth.

Your enthusiasm, feedback and involvement shape everything we do, and I'm incredibly proud of what we've achieved together.

Thank you to everyone who helps bring our communities to life. I hope you enjoy reading about the fantastic things happening and as always, please keep sharing your ideas, stories and talents with us.

Claire

pfh
PICKERING & FERENS HOMES

What's been happening in the community?



We have officially broken ground on Phase 2 of the Orchard Garth development, marking the next stage in the delivery of much needed, high-quality housing for later life living.

The new phase will deliver eight modern, two-bedroom apartments designed to support safe, comfortable, and independent living for people aged 50 and over. The homes are being funded by Pickering and Ferens Homes, with grant funding support from Homes England.

We were delighted to give Mayor Campbell a tour of the development where he also met a couple of the residents.

Anyone interested in registering for the new apartments can register via our website www.pfh.org



Cyril is a wonderful artist who lives at Humber View, it isn't surprising that he's had quite a few fabulous paintings displayed and sold in Ferens Art Gallery!

We love to see talent like this - please share yours with us too! You can tag us on Facebook, or email us info@pfh.org.uk



Financial Wellbeing Workshops

We have had great feedback about our Financial Wellbeing workshops, where residents could ask questions about benefits, weekly maintenance contributions, energy costs, and anything else on their mind. Thank you to everyone who came along, and if you would like to book an appointment for yourself, **please send us a message via your Connect device or call us on 01482223783.**



Easter was chock'a!

Thank you to everyone who has been planning and attending fun activities from bingo to singing and dancing – this easter has been egg-tra special!



Valentines' celebrations

We had a wonderful afternoon celebrating Valentine's Day with **Victoria Dock Primary School!**

Residents and children shared lots of smiles while playing dominoes, cards, and draughts, getting creative with crafts, and enjoying a good old game of Pin the Heart on Cupid's Bow.



Bus Travel made better!



Great news for residents at Ada Holmes and the local community. Following a visit from Councillors Debbie Matthews and Rosie Nicola the bus stops outside Ada Holmes Circle, on either side of Greenwood Avenue are to be replaced with bus shelters, meaning no more getting caught in the rain whilst waiting for the bus!

This will make a huge difference to people in the local community! Thank you to our Orchard Park Ward Councillors.



Malin Lodge marked its 30th Anniversary in style!

Did you know... Malin Lodge was officially opened by The Archbishop of York, Dr. David Hope, on 6th March 1996, alongside the Trustees of Pickering & Ferens Homes?

Our residents had a fantastic time celebrating such a special milestone, especially Jean, who has called Malin Lodge home for over 20 years and did the honours of cutting our anniversary cake.

Our properties at Bush Close, Forester Way and Wheatfield Close were also opened by the Trustees of Pickering and Ferens Homes 35 years ago this year!



Refresh at Broadway

Thank you to everyone who shared their views on Broadway Manor's main entrance, your feedback helped shape the improvements, and we're pleased to say the work is now complete!

We hope the refreshed entrance feels more welcoming and reflects the pride in the community.

The soil from the works has also been reused in the allotment area, helping reduce waste and save costs.

A big thank you to all residents, our staff, and the Residents Committee for supporting and approving this Neighbourhood Improvement Fund project.

Do you have a project in mind?

Call Kate-Marie on 01482 223 783 or email kate-marie.foster@pfh.org.uk



Remembering Len Middleton

We were saddened to learn of the passing of Len in January, aged 92. Len and his late wife, Doreen, were among the first residents at Cromarty Close, and he remained a dedicated and active member of the community throughout his many years with us.

Len played an important role in resident engagement, serving as a Resident Board Member for eight years, chairing the Residents Committee, and taking part in several resident led scrutiny projects. Len also played an active role in the running of a Pop-In, alongside his long-time friend, Ian. They regularly put on activities and events for residents and even hosted several 'working lunches' for PFH staff.

Known for his love of technology, Len often supported other residents with computers and phones, helping them build confidence. Last year, he was proudly nominated for a resident award for his contribution to the IT & Biscuit sessions.

Len made a lasting impact on everyone who knew him, and he will be greatly missed.



Priory Road Pop-in gets a new look!

Following a scrutiny recommendation on Planned Maintenance last year, Priory Pop-in has recently undergone a wonderful refurbishment including some energy efficiency improvements.

- Air Source Heating to replace the old heating system
- New furniture to incorporate multipurpose tables which will be more suitable for social activities. Residents have also specified higher lounge chairs for ease of use
- Upgraded the insulation on the lounge roof to keep the area warmer in winter and cooler in summer
- New energy efficient lighting
- Modern and bright decor
- New hard-wearing vinyl flooring, which makes the space more practical to host a variety of activities

“It looks so much brighter and welcoming.”

A resident that runs some of the activities, Steve Keogh, has done an excellent framed painting of the pop-in which is now proudly on display in the lounge!

Giving PFH Connect a go!

We recently ran friendly sessions to show residents how PFH Connect can help – and the response was great.

PFH Connect makes it easy to report repairs, message us, stay up to date and share your views to help improve services.

It wasn't just about technology – we loved hearing residents' stories and really appreciate everyone who gave it a try.

Not using PFH Connect yet? If you have a device, give it a go. If you need one, call 01482 223 783.

“I wouldn't be without it now – it's a great way to contact PFH.”

“I like reporting repairs on it – it's much more convenient.”





Help New Residents **Feel at Home**

Become a Buddy and share your local knowledge with new residents. It's a simple, rewarding way to help people settle in.

Where do
I put my
recycling?

What events
take place
locally?

Where's the
nearest bus
stop?

There's no big-time commitment required - just be available when you can. Every bit of support helps someone feel welcome and confident in their new home.

Out of Hours review

The Scrutiny Group has now completed its review of our 'Out of Hours Service', following detailed work that began in February. We'd like to give a huge thank you to the resident members, **Steve, Ann, Elaine, Lyn and Rob**, for their commitment, challenge and insight throughout the review.

The group brought a wide range of experience and motivations.

Elaine told us: "I liked scrutinising the subject matter and holding PFH to account... We give a lot of time, and I know it makes an impact. It shapes the review and leaves a legacy."

For **Steve**, the process has been empowering: "You have a voice, being able to put your opinion in your own way. I've already seen positive changes following previous scrutiny work."

Ann said she enjoyed the whole experience, describing it as "a learning curve for us."

Lyn added that being part of the group simply means "I have a voice in something I'm interested in."

Rob highlighted the importance of being heard: "We can bring residents' views to the table rather than complaints going nowhere. I feel like I can get my point across, and it keeps PFH informed too."

Their recommendations will now move through our internal approval process, after which we'll provide an update to all residents.

If you would like to be involved in the Scrutiny Group, please contact

Kate-Marie.Foster@pfh.org.uk



Reporting repairs

If you need to report an emergency repair (such as unlawful entry, serious leaks to pipes, vandalism that causes a security threat to your home) you should **call us on 01482 223 783** to speak to us urgently. If you call us within office hours, you'll be able to speak to a member of the Customer Service team. If you call us outside of office hours, your call will be diverted to an out of hours service for emergency repairs only. **You can also report a repair on our website or through PFH Connect.**



Awaab's Law

In October 2025, a new law called Awaab's Law came into effect. This law makes it a legal requirement for landlords and housing providers to deal quickly with hazards like damp and mould, setting clear deadlines for action. The law was introduced in memory of a tragic case in which a two-year-old boy lost his life after being exposed to mould over a long period. It serves as an important reminder of how vital safe and healthy homes are.

At PFH, we've been working hard behind the scenes to make sure we meet the new legal standards. We've updated our existing procedures and added a clear "golden thread" of guidance to make sure every case is handled consistently and effectively.

We have updated our guidance, and we are committed to keeping residents safe and ensuring that every home is healthy, warm, and free from damp and mould. **If you suspect damp or mould, please let us know straight away by calling 01482 223783.**

Tenant Satisfaction Survey 2025

We're delighted to share the findings from our latest Resident Satisfaction Survey, and the feedback from residents across our communities has been overwhelmingly positive – thank you for taking the time to share your opinions.



92.5%
of residents
are satisfied
with the
overall service

94%
satisfaction
with repairs
completed
in the last
12 months

95%
satisfaction
with the
time taken
to complete
repairs

93%
say we're
easy to deal
with

80%
would
recommend
PFH

Your feedback always matters to us, you can send us a message via your Connect Device at any time, visit our website or email us at info@pfh.org.uk

Refer a Friend

Earn £75 with PFH!



Do you know a friend or family member who might be the perfect fit for one of our short wait properties?

Tell them about PFH, if they are:

- ✓ Aged 60 or over (50+ for some properties)
- ✓ Living in Hull or the East Riding
- ✓ Have capital of less than £235,000

When they apply for a home, they simply need to select 'Refer a Friend' under 'How did you hear about PFH?' on the application form.

If they've already applied, don't worry - they can just contact us, and we'll update their form for them.

What's in it for you?

If your friend or family member is successfully rehoused, they just need to tell us you referred them – and you'll receive £75 once they've moved in!

This scheme focuses on helping people into our short wait properties, so it's the perfect time to spread the word.



Have a look at the 'shorter-wait properties' page on our website for more info!

Tenant Satisfaction Measures



Tenant Satisfaction Measures have been introduced by the Regulator of Social Housing (RSH) to assess how well housing providers are doing at providing good, quality homes and services.

We continually monitor our performance against Tenancy Satisfaction Measures and will be reporting on these quarterly.

By monitoring customer satisfaction on an ongoing basis, we can react quickly to any changes in satisfaction and ensure we keep improving services to our customers.

Our year-to-date satisfaction and performance results as of 31st March 2026 are;

95.1% Overall satisfaction with our services	95.5% satisfied with repairs service	96.8% satisfied with time taken for repair	97% satisfied home is well maintained
98% satisfied home is safe	91.7% satisfied landlord listens	96.3% satisfied landlord keeps tenants informed	95.3% satisfied landlord treats tenants fairly
59.6% satisfied with complaints handling	85.5% satisfied with communal areas	91.4% satisfied with landlords' contribution to neighbourhood	89.9% satisfied with approach to ASB

How are we performing?

100%

Gas safety checks

100%

Fire risk assessments

100%

Asbestos Surveys

100%

Legionella risk assessments

28.2

ASB Cases open
(per 1000 homes)

1.4

Hate crime cases
(per 1000 homes)

0%

of homes that do not meet the Decent Homes Standard

99.0%

non-emergency repairs completed on time

99.2%

Emergency repairs completed on time

5 or 20

(depending on the urgency) working days target timescale for non-emergency repairs

1

working day target timescale for emergency repairs

271

responsive repairs not completed

35.1

stage one complaints received
(per 1000 homes)

2.10

stage two complaints received
(per 1000 homes)

100%

stage one complaints response times

100%

stage two complaints response times

100%

stage one complaints in CH01 timescales

100%

BS05 lift safety checks completed

Scan the QR code to see how we collect and report feedback. Or to find out how to get involved, visit www.pfh.org.uk/get-involved



Compliments

Thank you for your recent feedback about our colleagues and our services, here are just a few!

“PFH are the best! They are very helpful and have nice staff on the phones.”

“Best housing in Hull for older residents, thank you for always being there for us and supporting us in many different ways.”

“I reported my gate not working properly and within 2 days they had turned up and built me a new one. I have been with PFH for sixteen years now and they have been fantastic in everything I wanted doing, thank you!”

“PFH go above and beyond. They look after their properties, always putting things right straight away, and all the staff are so compassionate and polite. A great team!”

“I live in a PFH bungalow it is wonderful, they look after their properties and tenants very well, and staff are lovely”

Mystery Shop us!

At PFH we aim to deliver first class homes and services to all residents, and we take resident satisfaction and feedback very seriously.

The Mystery Shopper feedback will help us to better understand our service performance against our service standards from a resident's perspective and will help us to check the accessibility of our services to help identify areas for improvement.



Email us for information at info@pfh.org.uk, call us on 01482 223 783 or send a message through your Connect device.

Humber View

Residents of Humber View had a lovely Intergenerational Afternoon tea party with Victoria Dock school children, the school brought an amazing buffet!

Everyone played games, did some drawing and lots of fun and laughter, this was an emotional last session with the children as they all head off to high school in September.

We can't wait to welcome a new bunch of young people in October!



We are here for you

Research from Age UK shows 1 in 30 people aged 60 to 74 and around 1 in 50 people aged 75 and older have experienced domestic abuse in the past year.

If you ever need our support, we can help. All you need to do is call us confidentially on 01482 223783.

Lend a hand

Both residents and non-residents can volunteer to support us. Volunteering is a fantastic opportunity to learn new skills, make new friends and spend some time each month making a difference to the local community.

You will receive training for your volunteer role and will always be supported by an allocated volunteer lead

You will have opportunities within a range of services such as coffee mornings, social groups, craft classes, music sessions, health and well-being, Christmas parties and many more.

You can volunteer as much or as little time as possible, but we would recommend a minimum of one hour per week.

Please get in touch through your Connect device, email info@pfh.org.uk or call us on 01482 223 783.



01482 223 783



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info@pfh.org.uk



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linkedin.com/company/pfh-hull

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