



Annual Report 2025-2026

Regulator of Social Housing registered number A4020. Charity Commission registered number 1014862.
Companies House registered number 13968187. National Association of Almshouse registered number 981.

How to use a QR code

We have used QR codes throughout the Annual Report to provide quick access to information on our website. If you have never used a QR code; please see some simple instructions below on how they work:

1

Open the camera on your smart phone



2

Hold over the QR code until a link appears



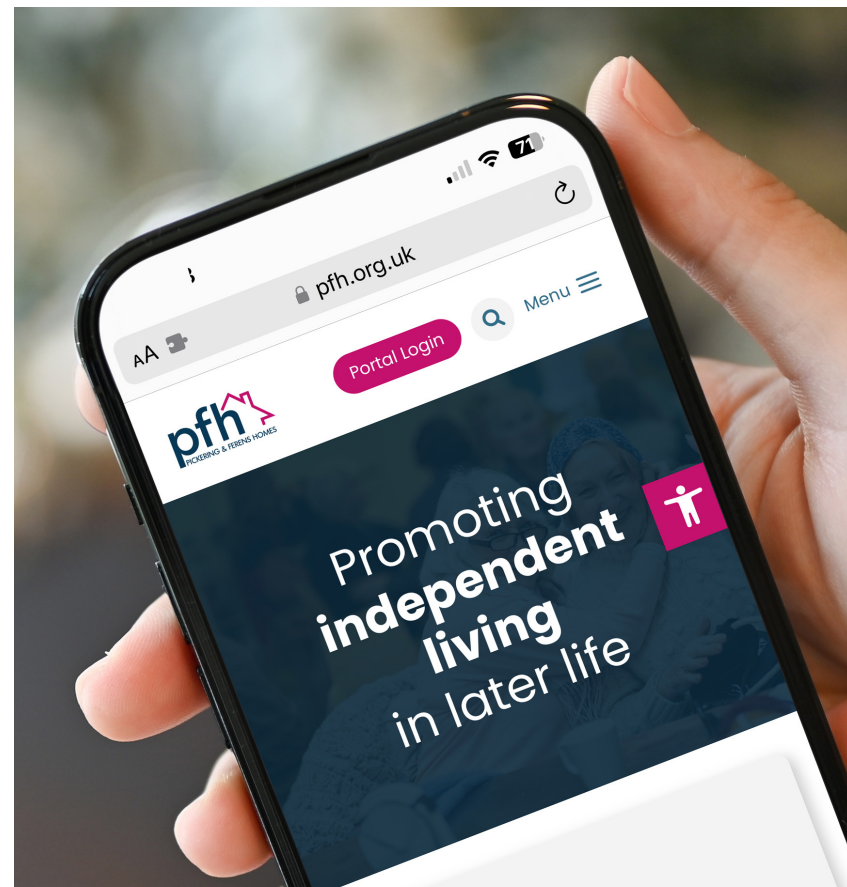
3

Press the link and a webpage will open



Don't worry if you can't access information online, all of our information is available in a range of formats. Please contact us if you would like a copy on 01482 223 783.

You can scan this QR code to update your contact preferences too.



Welcome to our Annual Report for 2025/26

Hello from our Chief Exec, Claire Warren

This year has been another positive year for PFH, shaped by the voices, experiences and ideas of our residents. We believe the best services are designed with residents, not just for them, and the feedback you share continues to influence the decisions we make, the improvements we deliver and the priorities we set for the future.

I would like to thank every resident, volunteer, Board member, partner and colleague who has contributed their time, expertise and enthusiasm over the past year. Your involvement helps us create stronger communities, improve wellbeing and ensure PFH remains focused on what matters most to the people we serve.

This year also marked an important step forward in our commitment to increasing the supply of affordable, accessible homes, with approval given for new developments that will help more older people live independently in safe, high-quality homes. Together, we are building not just homes, but thriving communities for current and future generations.

Claire

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Building new homes

We are committed to creating homes for older adults that enhance comfort, independence, and overall wellbeing. Our thoughtfully designed spaces combine modern, accessible features with a strong community focus, helping to reduce isolation and empower residents to live fulfilling, high-quality lives.

During 2025/6 our Board approved three schemes for development, comprising of 59 new homes, with 8 units starting in January 2026 which are planned to be completed later in 2026. The remaining 51 units, including our first Section106 scheme, will be completed between 2026 and 2030.

Our full portfolio of properties can be seen here by scanning the QR code.



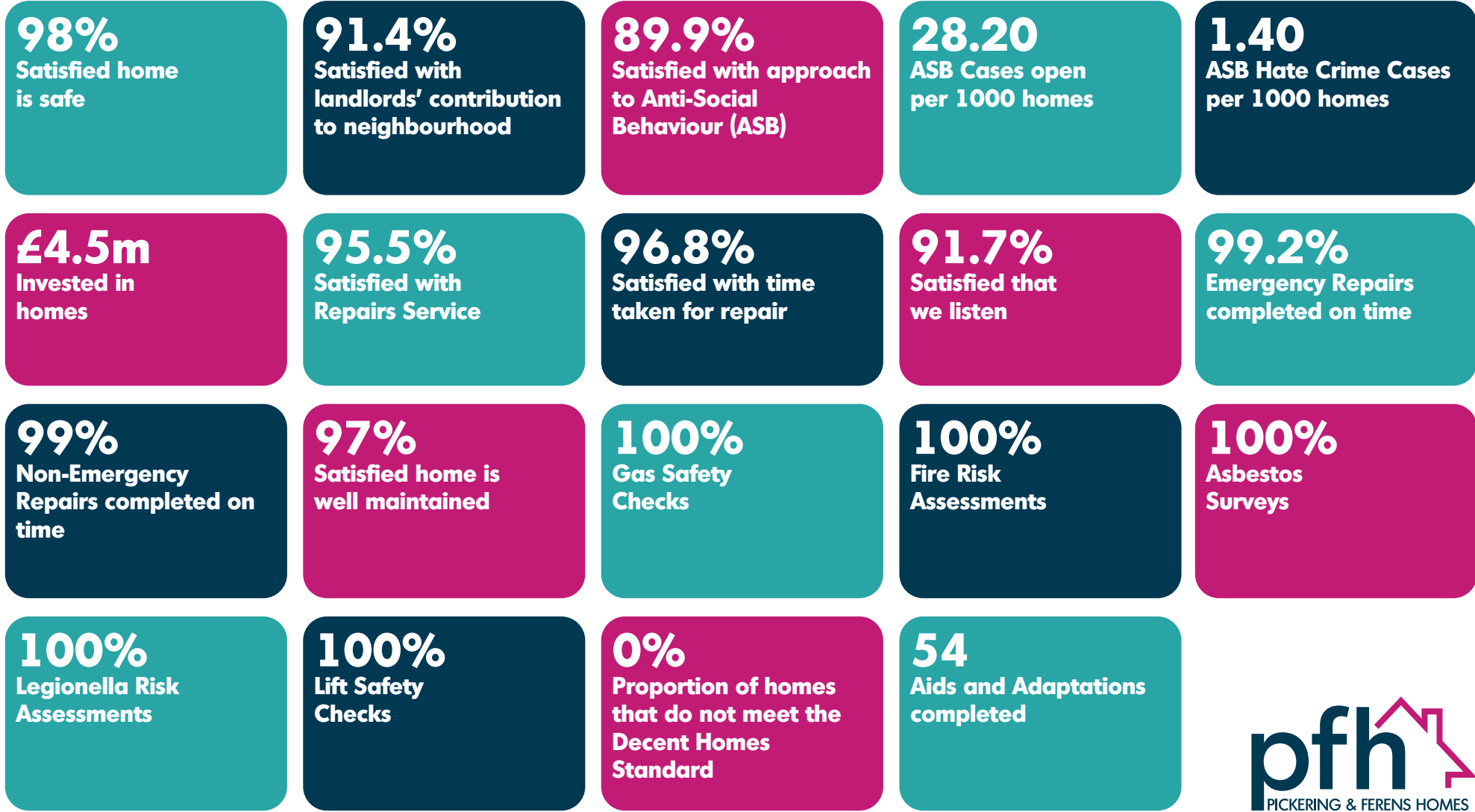
Net Zero

During 2025/6 we reduced the volume of properties with an EPC under 'C' or 'unknown' from 177 to 125, equating to 91.4% of our stock achieving 'C' or above, with an average SAP rating of 73.78. We undertook several ECO-Champion trials, enabling residents to test air-source heat pumps, infra-red and air to air heating systems, alongside initiatives such as heat reflective window film, to provide feedback on thermal comfort, affordability and simplicity of use. We will be evaluating these trials during 2026/7 to help support our longer-term decision making.



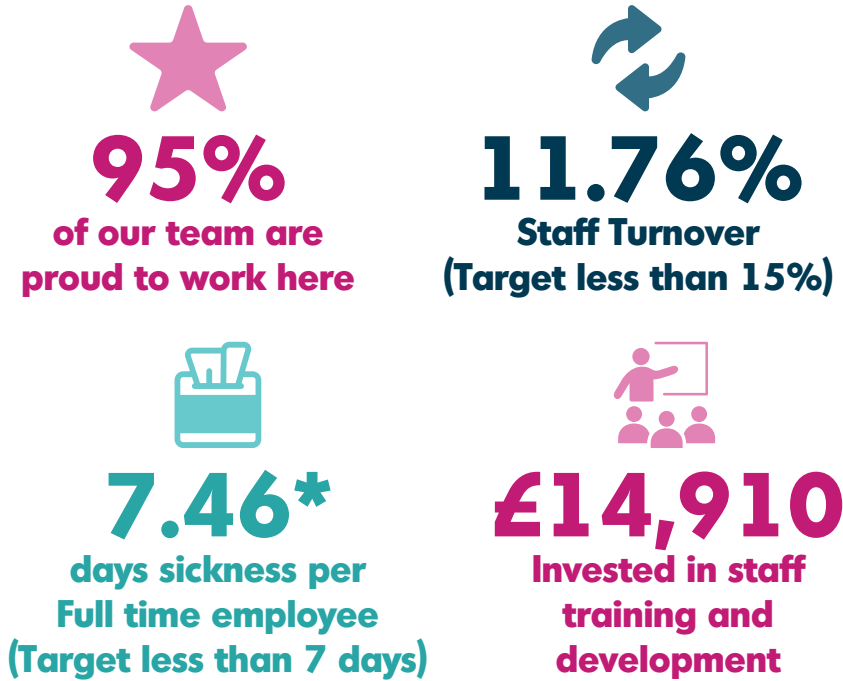
Safety & Quality

We create neighbourhoods where people feel safe, supported, and proud to live. By continually investing in and maintaining our homes, we protect long-term quality, comfort, and value. At the same time, we are building for the future and delivering sustainable homes that support healthier lives and a greener environment.

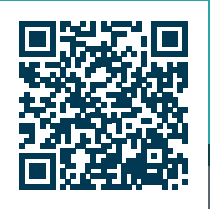


Having an excellent team

Driven by a passionate and expert team, we continue to strive for excellence in everything we deliver. Over the past year, their dedication to innovation and continuous improvement has helped us evolve and achieve more for our residents and communities. Together, we've built a strong, collaborative culture that reinforces our reputation as a trusted partner, proudly small but mighty.



You can visit our website to learn more about our Leadership Team and their areas of responsibility here

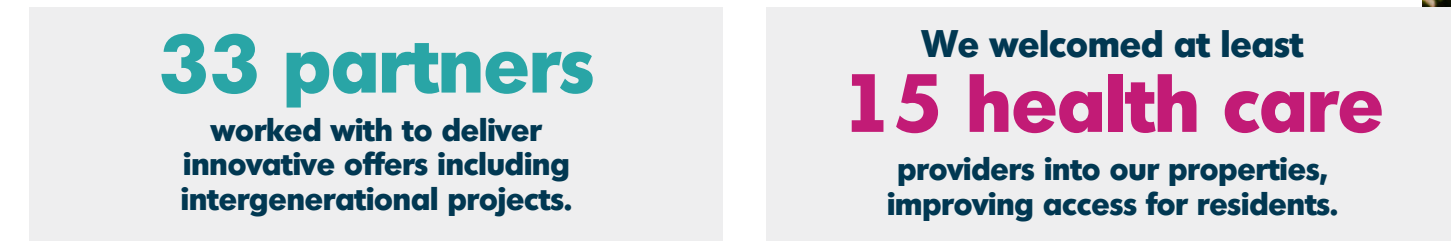


We achieved Investors in People, Gold Accreditation

*Compared to last year where we finished on 6.66 days. This increase has been largely due to more longer-term absences.

Tenancy

Over the past year, we've worked in close partnership with our communities and stakeholders to combine our strengths and make a real difference. Our shared focus remains clear, helping residents live longer, healthier lives in the homes they love. Together, we've supported wellbeing, strengthened local connections, and helped ease pressure on health services. We're especially proud of our continued efforts to tackle loneliness through a growing range of inclusive activities and events.



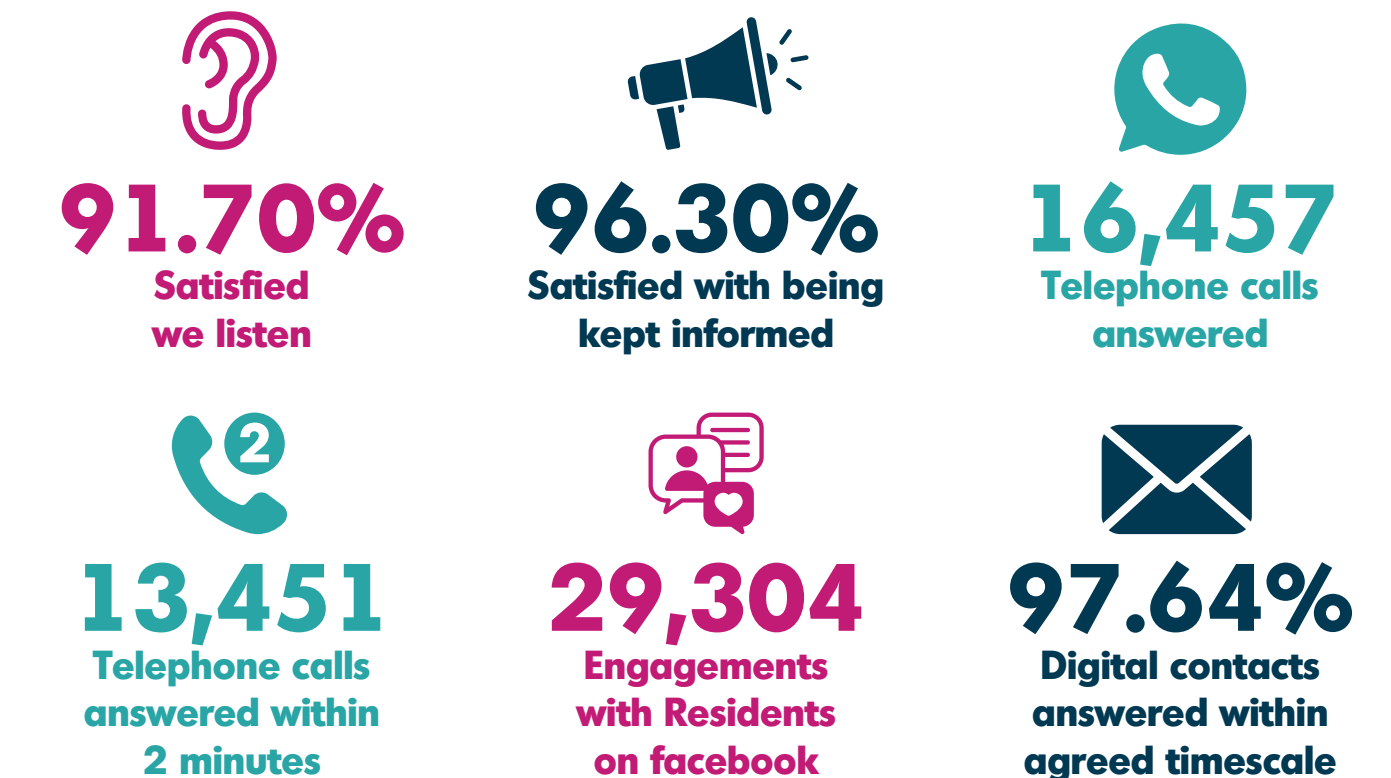
We invested £7,500
into delivering a diverse range of activities

 **With Resident involvement, we launched an interactive calendar of events find out more here**



Transparency, influence & Accountability

Ensuring our services are accessible to everyone remains a key priority. Over the past year, we have continued to engage with residents in ways that reflect diverse needs and preferences. We have further strengthened accessibility, from enhancing physical access to improving and expanding our digital platforms, making it simpler and more convenient for residents to connect with us.



Listening and learning from Residents

Resident feedback plays an essential role in driving continuous improvement. We actively engage with residents to understand their experiences and ensure our services meet their needs. Where issues arise, we take responsibility, learn quickly, and continue to make improvements and deliver better outcomes.



Residents have a range of opportunities to be involved at PFH including:

- ✓ Becoming a Resident Board Member
- ✓ Becoming a Resident Scrutiny Member
- ✓ Completing surveys
- ✓ Making a complaint or compliment about our services.
- ✓ Volunteering with us.
- ✓ Enjoying events and activities.
- ✓ Attending training sessions.
- ✓ One to One Mentoring.
- ✓ Joining Quarterly Resident Meetings.
- ✓ Becoming a member of the Resident Committee.
- ✓ Joining the Resident Health and Safety Forum.
- ✓ Joining the ‘Learning from Feedback Forum’.
- ✓ Mystery Shopping
- ✓ Attending Quarterly Residents Meetings in the PFH+ Schemes

Find out more about being involved here



Value For Money

We know how important it is to use our resources wisely and make every pound count. That’s why we focus on delivering high-quality services that meet residents’ needs, while providing great value in everything we do.



- 78p Weekly Maintenance Contributions (WMC)
- 14p Service Charges
- 8p Other income



- 38p Management & Responsive Maintenance
- 16p Services
- 23p Major Repairs and Investment in properties
- 4p Loan interest
- 19p Money kept for future investment

We provided financial support to **83 residents** resulting in 51 residents having an increased combined income of **£309,275 annually.**

Scan the QR code to find out more about our specialist team supporting residents with managing their finances, claiming benefits and budgeting



Examples of VFM achieved by PFH

- £10,000 saved through negotiation and improved utilisation of the gritting contract
- Over £14,000 saved on print and postage through use of Connect
- A saving of over £7,000 achieved on staff training by delivering in-house or negotiation

Meet The Board

Our Board is made up of committed individuals who bring experience, insight, and a strong belief in our mission. Their different backgrounds help guide PFH and keep us focused on what matters most, supporting our residents.

The Board also plays a key role in identifying and managing risks, making sure the right steps are taken to reduce them. Right now, they’ve highlighted the following as the top four risks facing the organisation:

- 1 Breach of Health and Safety Regulations resulting in some or all of the following: harm to an individual, reputational damage, financial loss, regulatory action and legal penalties.
- 2 Poor data quality leading to legal, regulatory or operational failures, resulting in incorrect decision making, noncompliance, inefficiency and high levels of resident dissatisfaction.
- 3 PFH experiences a cyber security breach leading to leaking of personal data, and severe operational, financial and reputational impacts.
- 4 PFH don’t meet government mandated sustainability targets including carbon reduction, energy efficiency and broader environmental performance expectations, leading to regulatory scrutiny, reduced access to funding, weaker asset performance and negatively affecting resident wellbeing.



Scan to
Meet our Board

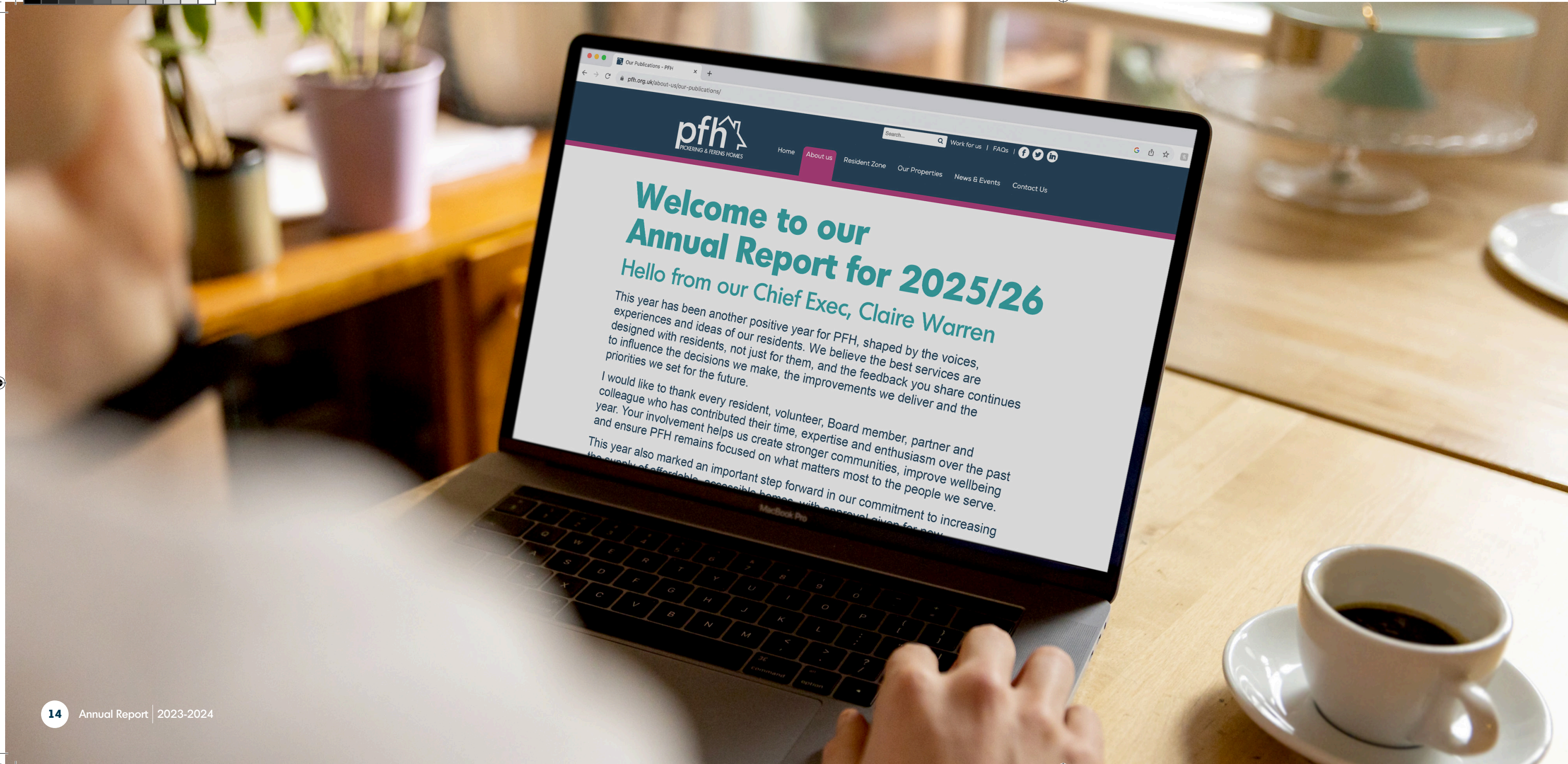
Equality, Diversity and Inclusion

At PFH, we are committed to embedding equality, diversity and inclusion across everything we do. We recognise that diverse perspectives strengthen our ability to innovate, solve problems and better understand the needs of our residents and colleagues. Our aim is to create an inclusive environment where everyone feels valued, respected, and supported to thrive.

The information gathered from our resident survey in 2025, gave us important insight about our residents.



Please see our
EDI Strategy
for further
information



Did you know our annual report is also available on our website?

If you would prefer to receive the report digitally in future please let us know



Opening Hours

Mon 9:00am - 5:00pm

Tues 9:00am* - 5:00pm

Wed 10:30am - 5:00pm

Thurs 9:00am - 5:00pm

Fri 9:00am - 4:30pm

*Please note, we open at 10:30am on the first Tuesday of each month.

We're Closed on Bank Holidays. If you have an emergency outside of these hours you should call 01482 223 783 and you will be diverted to the out of hours team.

If you would like this Annual Report on audio tape, large print, Braille or another language, please contact us using the details below.



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info@pfh.org.uk



01482 223 783



www.pfh.org.uk



PFH Connect



facebook.com/Pickering.Ferens

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