



**Annual Report 2025**

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## Introduction from the Chair and CEO

**A year since the launch of the new Group, we are delighted to present our results, and to pay tribute to the hard work of colleagues and partners in delivering them. Our results show that the Group is now an even stronger, more resilient organisation focused on delivering for our customers and our communities.**

Our commitment to delivering new homes in beautiful spaces is reflected in the impressive number of homes completed this year, with over 80% being available for affordable rent.



Our ambitions in this area are matched by those of the Welsh Government and their support in the form of grant. The availability of development land is essential in enabling us to achieve our ambitions for new homes and make our contribution to Wales' new homes target.

Our placemaking approach, creating not just beautiful homes but mixed tenure communities where people can thrive at every stage of life, ensures continued demand for our market sales homes. Strong partnerships with housebuilders and our Large and Local approach is enabling the expanded Group to unlock

new markets and financing models, central to us achieving our ambition of delivering 10,000 new homes this decade.

The cost of living continues to be a challenge for many customers, and our advice, wellbeing and support teams have once again been incredibly busy. Together, these teams have identified more than £1.8 million of additional support for families and individuals. Our Living Rent policy, which is based on principles of local affordability, means that this year we were able to limit rent uplifts to below the maximum allowed by Welsh Government, and to freeze rent for around 900 homes.

We continue to see high demand for our Care and Support services. Colleagues in these services work tirelessly to support customers and this has been recognised in our assessments from Care Inspectorate Wales.

Always striving to find better ways to deliver services for customers, we were thrilled to see our Plas Bryn Rhosyn service in Neath receive a prestigious ENRICH Cymru award at the Senedd, highlighting our commitment to fostering high-quality research within the residential care community.

Our customers tell us that the way we repair and maintain their homes is a top priority. This year saw a significant investment in our in-house trades team. Taking the decision to increase our capability by over 50% has given us more capacity to do planned and reactive repairs and to improve communication with our customers. There is more work for us to do to reach the level of service our customers expect, but this year has seen us set a solid foundation to improve in this area.

Maintaining strong local connections, this year has seen us establish projects and partnerships to improve the lives of people in the communities we serve. In Newport, with our partners Barnardo's, Homewards and Housing Justice Cymru, the HomeLife project identifies people at risk of homelessness and provides tailored, early intervention to reduce the number of people at crisis point and needing access to more intensive services. The Green Careers Partnership creates real opportunities for young people to develop specialist skills to help reduce carbon emissions and restore our environment. The partnership enhances future employability prospects for young people while tackling a very real skills gap. These are two great examples of the excellent work being carried out by our community regeneration teams.

There has been so much progress made across the last twelve months which we can all be proud of. Our colleagues have embraced the opportunities and challenges faced by our customers. We are fortunate to have funders and delivery partners who are engaged and supportive of our ambitions. In a period of change for the Group, it has been fantastic to have the support and guidance of the Board of Directors and the Executive Committee, who collectively have empowered individuals across the business to strive to be the best they can be. That ongoing collaborative approach will be essential for future success. We are delighted to have welcomed new talented people into our teams across the business and a great source of pride to us is the contribution from our many long-serving and experienced individuals who are committed to deliver every day for customers.

In January we shall have a new Group identity and brand which will reflect our shared values, unified purpose and a commitment to doing more for our customers and colleagues. At a time when change is happening faster than ever, integrating as one team with one mission means we can deliver greater support, clearer communication, and more lasting local impact – building a stronger, more resilient, future-ready organisation deeply connected to its local communities.

**Julia Cherrett** *Group Chair*

**Scott Sanders** *Group CEO*

## Year at a Glance

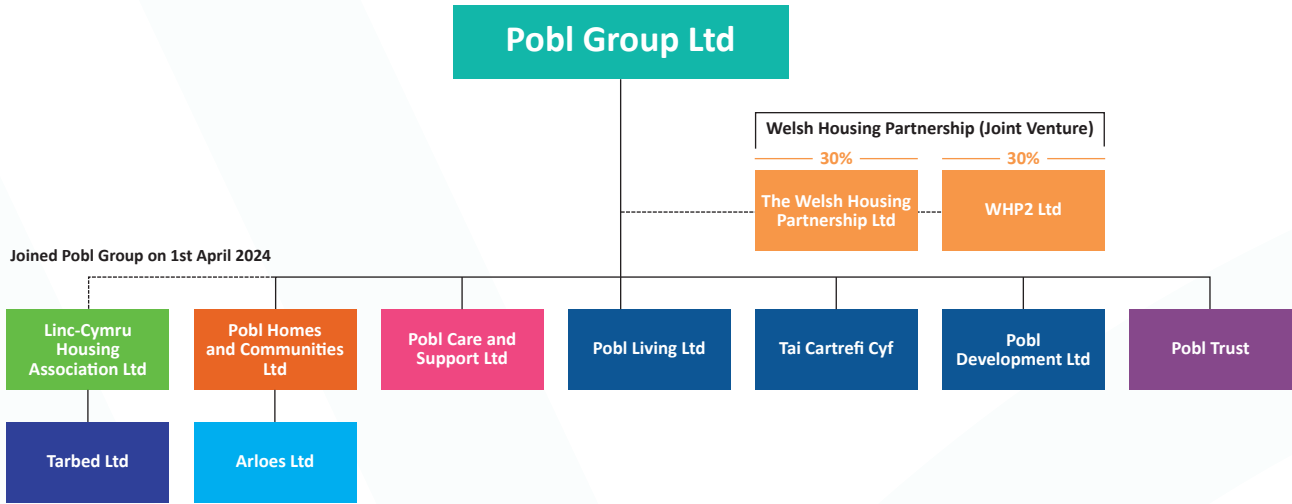
<p><b>£257.9m</b></p> <p><b>TURNOVER</b></p> <p>(2024: £242.8m)</p>	<p><b>£11.2m</b></p> <p><b>SURPLUS</b></p> <p>(2024: £5.9m)</p>	<p><b>103</b></p> <p><b>PROJECTS SUPPORTED BY POBL TRUST</b></p> <p>(2024: 50)</p>
<p><b>66%</b></p> <p><b>INCOME FROM SOCIAL LETTINGS</b></p> <p>(2024: 65%)</p>	<p><b>£85.4m</b></p> <p><b>INVESTMENT IN EXISTING HOMES</b></p> <p>(2024: £59.5m)</p>	<p><b>£177.8m</b></p> <p><b>CAPITAL INVESTED IN NEW HOMES</b></p> <p>(2024: £132.6m)</p>
<p><b>24,336</b></p> <p><b>HOMES MANAGED</b></p> <p>(2024: 23,934)</p>	<p><b>554</b></p> <p><b>NEW HOMES HANDED OVER</b></p> <p>(2024: 540)</p>	<p><b>3,656</b></p> <p><b>NEW HOMES PIPELINE</b></p> <p>(2024: 3,277)</p>
<p><b>2,454</b></p> <p><b>COLLEAGUES EMPLOYED</b></p> <p>(2024: 2,644)</p>	<p><b>85%</b></p> <p><b>CUSTOMER TRUST</b></p> <p>(2024: 82%)</p>	<p><b>4.5%</b></p> <p><b>NET TENANT ARREARS</b></p> <p>(2024: 5.8%)</p>

The 2024 comparatives have been restated following the merger. See note 33.

The Group's first year as a newly merged organisation has reported continued growth, both in income and operating margin. Our financial strength has allowed us to increase investment considerably in our existing homes, enabled us to take advantage of grant opportunities, whilst continuing to deliver high quality homes across multiple tenures and offer valuable services to our customers.

In a context of continued economic uncertainty, the cost of living crisis and increasing demand for the homes and services we provide, we are confident that the new Group will have the expertise, funding and financial capacity to deliver on a larger and more impactful scale.

# About Us



**Pobl Group Limited (the “Company”) is the parent company of a group of companies (collectively the “Group” or “Pobl Group”) working together to provide great quality, affordable, local housing, care and support services.**

April 2024 saw the completion of the merger with Linc-Cymru Housing Association Limited (“Linc”), with Linc becoming a subsidiary of Pobl Group Limited. In early 2026 we will see the consolidation of Pobl Homes and Communities Limited and Linc-Cymru Housing Association Ltd into a single entity.

Pobl Group Limited is incorporated under the Co-operative and Community Benefits Act 2014 and is a Registered Social Landlord with Welsh Government.

Much of our business is regulated by Welsh Government. In its most recent regulatory judgement, the Housing Regulator awarded us the highest possible rating for both governance and financial viability.

Over the course of 2024 and into 2025, three care homes and both of our Supported Living and Extra Care Schemes across Gwent and West Wales were inspected by Care Inspectorate Wales (CIW). All five services inspected received 'Excellent' ratings.

The Group has not been subject to adverse findings by any regulatory agency in the year, and these latest determinations continue our history of consistently achieving the highest possible regulatory outcomes.

# Our Ambitions

We have five strategic ambitions that underpin our decision making and ways of working. Each ambition is supported by a detailed action plan, with stretch targets in place.



## Place Makers

We will build and invest in beautiful places where communities thrive and people are proud to live.



## Carbon Cutters

On a route to net zero by 2050, we'll reimagine our homes and the way we work.



## Customer Connectors

We'll build great relationships, be easy to deal with and trusted to provide great services.



## Tech to the Maxers

We will use technology and data to improve our services. Tech will help our teams work brilliantly and connect easily.



## Team Players

Our awesome teams will share a passion for becoming the very best at what they do and love their jobs.



# Placemakers

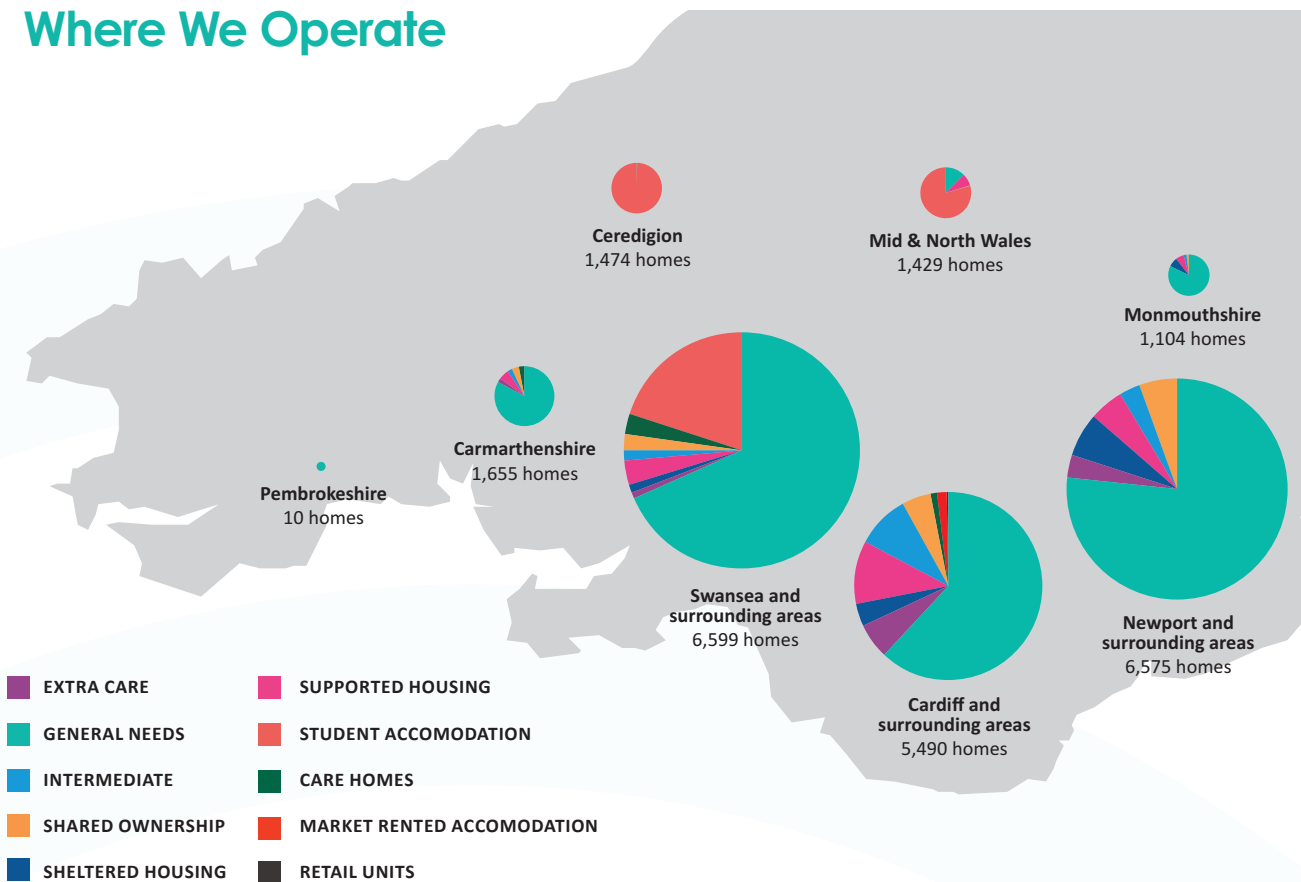
We manage 24,336 homes (2024: 23,934), ranging from social rent, supported living and care homes, to low-cost shared ownership properties across 20 local authorities in South and West Wales.

This includes 3,924 student rooms in Swansea, Aberystwyth and Bangor. During the year, two of our three nursing homes were sold in line with our strategic ambition to focus on core operations. The third and final nursing home was then sold in June 2025.

Tenure Type	No of Homes (2025)	% of Homes (2025)	No of Homes (2024)	% of Homes (2024)
General needs (social rent)	15,454	63.5%	15,048	62.9%
Intermediate rent	867	3.6%	835	3.5%
Market rent	95	0.3%	95	0.4%
Supported housing	1,403	5.8%	1,343	5.6%
Housing for older people	801	3.3%	796	3.3%
Shared ownership	868	3.6%	817	3.4%
Residential care (inc. care homes)	293	1.2%	440	1.8%
Student rooms	3,924	16.1%	3,925	16.4%
Extra Care	631	2.6%	635	2.7%
<b>Total</b>	<b>24,336</b>	<b>100%</b>	<b>23,934</b>	<b>100%</b>



# Where We Operate



## Secure and affordable housing for all

**We understand that a secure and affordable home is fundamental to our customers' wellbeing. As a community landlord, we continue to offer secure or supported standard contracts in line with the Renting Homes (Wales) Act 2016, ensuring stability and clarity for all our residents.**

Affordability remains at the heart of our rent-setting approach. We continued to apply our Living Rent policy, which is based on the Joseph Rowntree Foundation's principles and tailored to reflect local earnings, property size, type, and energy efficiency. This ensures rents are fair, transparent, and aligned with what our customers can reasonably afford.

In recognition of the ongoing financial pressures many households face, we have once again implemented a rent uplift below the maximum allowed by Welsh Government.

Over 875 rents were frozen this year because they are already at or above the Living Rent level. This marks the third consecutive year that we have frozen rents for a significant number of homes, demonstrating our commitment to affordability.

We also made important updates to our rent formula this year, including:

- **deeper discounts for homes with lower energy efficiency;**
- **reduced modifiers for smaller properties, making them more affordable, and**
- **new uplifts for homes with renewable energy systems, reflecting the lower energy costs for residents.**

Service charges are another key factor in housing affordability. Throughout the year, we engaged with customers to review and simplify these charges, removing some services and reducing costs where possible. This work will continue as part of our broader commitment to delivering quality homes at a price people can afford.



## How we compare

We have compared our average rents with the Local Housing Allowance (LHA) and Private Rented Sector (PRS) in the areas we operate to ensure we remain affordable. Against a backdrop of substantial increases in private rents, we continue to offer our homes at rents significantly below market rent in all areas.

Local Authority	Average Rent v LHA (2025)	Average Rent v PRS (2025)	Average Rent v LHA (2024)	Average Rent v PRS (2024)
Carmarthenshire	100.38%	80.89%	107.61%	79.68%
Caerphilly	107.76%	82.18%	109.52%	73.99%
Monmouthshire	76.73%	59.67%	87.80%	57.53%
Neath Port Talbot	107.41%	88.56%	112.55%	84.32%
Newport	88.37%	61.92%	96.69%	67.51%
Pembrokeshire	99.96%	77.73%	100.32%	75.71%
Powys	108.58%	90.56%	113.81%	87.01%
Rhondda Cynon Taf	97.56%	74.08%	109.03%	71.03%
Swansea	89.70%	67.68%	96.0%	63.97%
Torfaen	91.54%	68.41%	101.40%	64.63%
Vale of Glamorgan	80.82%	63.93%	88.61%	59.61%



## Safe, high-quality homes

We are committed to ensuring our homes meet all health and safety compliance regulations, and customers are safe and secure within their homes.



**97.5%**

Homes have a valid, in-date and compliant electrical condition report (2024: 95.8%)



**99.1%**

Homes with a gas appliance have an in-date, accredited gas safety certificate (2024: 99.7%)



**100%**

Buildings requiring a Fire Risk Assessment have a valid, in-date and compliant FRA (2024: 100%)



**100%**

Homes requiring an asbestos assessment have an in-date and compliant report (2024: 100%)



**100%**

Buildings requiring a legionella assessment have an in-date and compliant report (2024: 100%)



**100%**

Buildings requiring lift safety checks have an in-date and compliant report (2024: 100%)

We continued to see changes to the building safety sector throughout the year, with the staged implementation of the Building Safety Act 2022 (as applied in Wales), which will place new obligations on the way we manage risks and the steps we take to engage with our customers.

In the year we made steps to meet these new safety legislative obligations by the creation of our Safer Buildings Strategy and focused on ensuring that safety is considered at every stage of a building's design, construction and later use. We brought specific focus to how safety risks are considered and managed at the earliest stage of the planning process, and that customers are kept safe within their home.

During the year, we continued the journey to meet obligations within the Fitness for Human Habitation (FFHH) regulations, namely, to ensure all homes have hard-wired (not battery operated) smoke detectors and all homes with fossil fuel burning appliances have a carbon monoxide detector fitted.

We have continued to perform well across key property compliance areas and have achieved 100% compliance in four out of the six areas

## Electrical

During the year, we have continued to focus on compliance with Renting Homes (Wales) Act 2016, and the mandate to ensure customers receive a copy of a satisfactory electrical inspection condition report (EICR) in a timely fashion.

We have added the right additional electrical test contractors to improve Group resilience and capacity in this area. We launched a review of our property access procedure, identifying new ways to communicate and agree access to our customers' homes in order to complete these important safety checks. We continue to maintain full compliance for all homes where we are granted access and have a process in place to address over time those properties with access challenges.

## Gas Safety

Gas safety performance has remained stable with the challenges of contractor capacity and no access worked through in partnership with our two gas contractors.

The Group has continually explored new ways of working to improve the customer experience and maintain very high levels of compliance. A successful initiative has been the introduction of customer appointments 6 days a week, enabling us to tailor the work to customer demands and changing expectations.

## Welsh Housing Quality Standard

The introduction of the new Welsh Housing Quality Standard 2023 (WHQS 23) is driving progress in the way we plan, fund, deliver and report improvements to the quality and energy efficiency of our customers' homes. Properties across the Group continue to comply with the previous WHQS standards which were in place, and WHQS 23 provides a transitional window to September 2025 for data validation and alignment before updated compliance reporting under WHQS 23 begins.

Using £1 million of grant funding, we have taken significant steps on asset investment forecasting capability by creating for each home its own holistic Property Investment Plan and Target Energy Pathway. We have launched a major customer engagement and consultation project with Cardiff Metropolitan University which will help us to shape and prioritise our future WHQS 23 programmes by understanding what is most important to our customers and the way they live in their homes. We have successfully concluded our Data Quality Improvement Plan to meet Welsh Government's comprehensive new WHQS 23 Stockographics and compliance reporting requirements for official publication in Summer 2025. We have also taken the opportunity afforded by WHQS 23 grant to complete a number of deep retrofit-refurbishment projects during the year, focused on testing innovative decarbonisation technologies.

In January 2025, Group Board approved our WHQS 23 Compliance policy, a key document that sets out our interpretation and approach to meeting and maintaining the flagship regulatory standard. As we move forward into next year, we have our sights set on future WHQS 23 milestones, in particular a minimum SAP75 energy rating throughout our eligible housing stock by 2030.

## Homes with damp and mould

We are committed to dealing with cases of damp, mould and condensation quickly and efficiently to prevent customers from experiencing related health problems or damage to their home and belongings. The Group provides advice to customers on how to identify and prevent damp and mould build up in their homes. Across the Group, we raised 2,861 damp and mould orders with an average completion time of 35 days.

The Group is working towards alignment of our approach with a triage process ensuring that vulnerable customers and families, or cases of particularly extensive mould, have their request dealt with urgently. Further damp and mould surveyors are being recruited into the Pobl Trades team to ensure our team responds to damp and mould cases efficiently and effectively. The vast majority of work is completed by Pobl Trades, with approved contractors brought in to resolve complex cases.

## Creating Communities

We continue to make strong progress toward our ambition of delivering 10,000 new homes by 2030, using our regional scale to unlock new markets and financing models. Guided by the Placemaking Wales Charter, our developments put people and community first — creating places with identity, connection, and purpose. Across Wales, we are actively promoting strategic sites that will deliver large-scale, mixed-tenure neighbourhoods grounded in placemaking principles and which will also provide increased proportions of affordable housing. Our partnerships with a range of housebuilders are helping us diversify delivery, increase pace and provide homes of all tenures. We have been working with a number of promising new housebuilder partners seeking to build additional certainty and volume through forging the right affordable development partnerships.



Creu Lleoedd Cymru  
Placemaking Wales

From generous green spaces to active travel connections and reduced road dominance, we remain committed to shaping inclusive, sustainable communities that support long-term wellbeing. As we look ahead to our next chapter, we carry forward a renewed focus on compassion, authenticity, and progress - building the foundations for a better future, together.



\* Including 4 Shared Equity homes \*\* Includes 32 homes for older people and 2 commercial properties

## Pencefnarda Farm in Penyrheol

Pencefnarda Farm, in Penyrheol (Gorseinon, Swansea), is a Pobl-led development delivering 44 affordable-rent homes (6 one-bed flats; 18 two-beds; 18 three-beds; 2 four-beds), built by J.G. Hale Construction with Neath-sourced subcontractors. Designed as a green, community-oriented scheme, it features rain gardens, pollinator-friendly planting, naturalistic play opportunities and new public open space.

The “Ffordd Morgan” street name commemorates Morgan Ridler and his charity, Morgan’s Army. Construction began spring 2022 and completed early 2025. The development reflects our placemaking ethos - combining affordable housing, environmental enhancement, and community legacy in Penyrheol.



**3,656**

**NEW HOMES  
IN PIPELINE**

(2024: 3,277)

**£178m**

**INVESTED  
IN NEW HOMES**

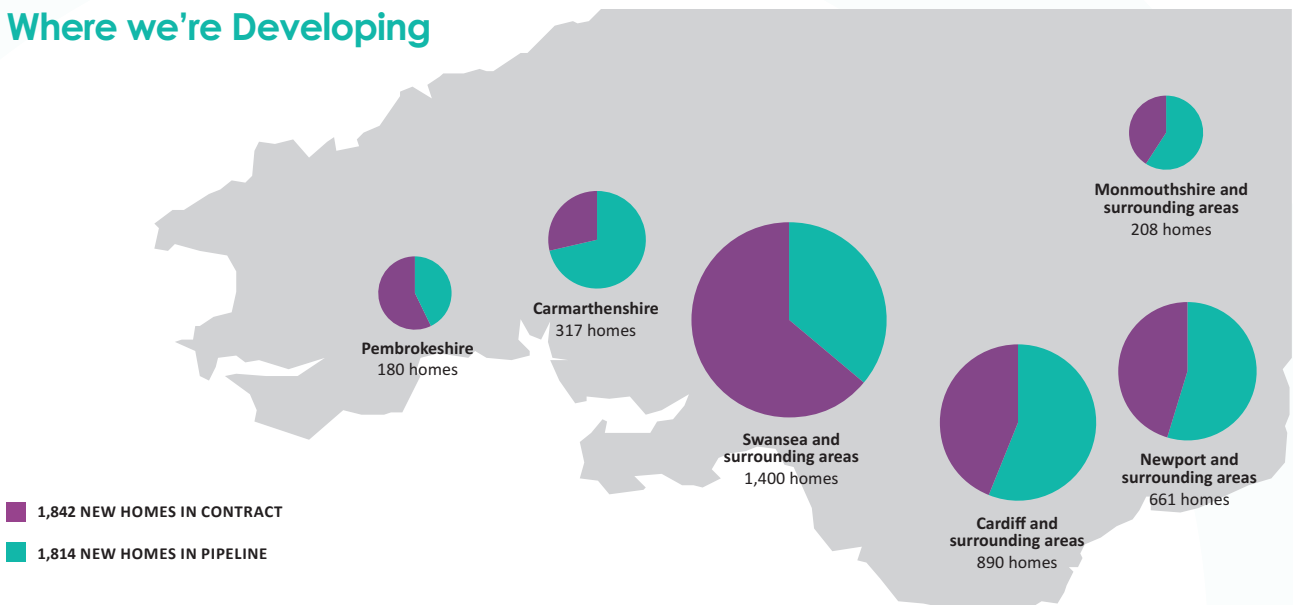
(2024: £133m)

**467**

**AFFORDABLE HOMES  
BUILT IN 2025**

(2024: 436)

## Where we’re Developing



## Regenerating Communities

Our regeneration activity is focused on two areas which are central to our long-term ambitions: Penderi (Swansea) and Pillgwenlly (Newport). We manage over 500 homes in each of these communities and believe in their potential to build on their natural assets and strengths.

We have worked with partners to develop a long-term regeneration framework for each area, aligning investment and growth to create positive and enduring change in these communities. Listening to and working with the local community, these frameworks introduce a blend of tenures into the housing market, use renewable energy investment as a catalyst for change, focus on commercial opportunities for the local community and maximise investment in green infrastructure.

Delivering economic benefit and real opportunities to the communities we serve is underpinned by aligning and maximising opportunities through our investing and procurement activities. Our new Green Careers initiative exemplifies this and will ensure that our own residents are intentionally connected to training and employment opportunities arising from our ongoing investment in their communities.

## Penderi Regeneration

Penderi Regeneration is a comprehensive, community-led initiative aimed at revitalising the Penderi area in Swansea, encompassing the neighbourhoods of Blaenymaes, Cadle, Penplas, and Portmead. Spearheaded by Pobl Group in collaboration with Swansea Council and various partners, the scheme is guided by a 15-year Masterplan developed through extensive community engagement.



The Masterplan outlines seven ambitions to enhance the area's liveability and sustainability:

- **Integrated Blue and Green Infrastructure:** Enhancing green spaces and natural habitats is in part achieved via securing Community Renewal Funds and successor Shared Prosperity Funds.
- **Connected and Accessible Neighbourhood:** Improving transportation and digital connectivity.
- **High-Quality Building Stock:** Providing diverse and adaptable housing options to be brought about having secured development land in the area capable of delivering up to 150 new homes with associated shared spaces for working, living and wellbeing.
- **Community Facilities and Provisions:** Promoting health and wellbeing through improved amenities.
- **Active and Involved Community:** Encouraging resident participation in neighbourhood transformation.
- **Energy Efficiency:** Prioritising renewable energy usage and minimising consumption.
- **Economically Resilient Neighbourhood:** Fostering financial stability and employment opportunities.

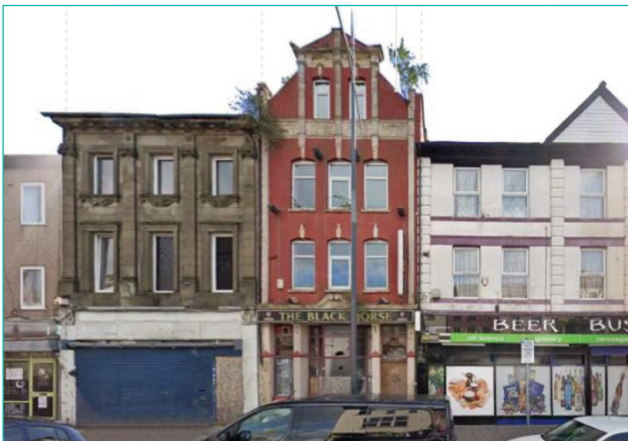


*Biome - the regeneration of a much loved Swansea city centre site.*

## Pillgwenlly Regeneration

Pillgwenlly Regeneration is a collaborative initiative aimed at revitalising the Pillgwenlly area of Newport, focussing on enhancing the community's infrastructure, housing, and public spaces to foster a more prosperous and inclusive environment.

- **Community-Driven Masterplan:** Developed through extensive consultations with residents and businesses, the masterplan emphasises building upon the area's strengths rather than focusing solely on its challenges. It outlines strategic intentions to guide future developments and ensure they align with the community's aspirations.
- **Housing Improvements:** Redesign and refurbishment of existing homes to provide improved layout and cohesive neighbourhoods brought about through transitional accommodation capital programme funding.
- **Infrastructure Enhancements:** Upgrade of local infrastructure, including resurfacing roads, creating shared spaces, and enhancing landscaping and green spaces.
- **Community Facilities and Services:** The regeneration plan includes the development of new community facilities, such as youth centres and public spaces, to support social cohesion and provide residents with accessible services.
- **Economic Development:** Initiatives to stimulate local economic growth, including strategies to support small businesses and reduce the number of vacant commercial properties. These efforts aim to create a vibrant local economy that benefits residents and attracts visitors.



# Carbon Cutters

**Pobl remains committed to reaching net zero by 2050. We recognise that achieving this goal will necessitate a re-imagining of our homes, our services and our work practices.**

We began publishing our carbon footprint in 2020, and each annual statement has helped us understand where we need to take action. In 2023, we partnered with Forvis Mazars to produce and independently verify our report, and we have continued to work with them to refine our approach and improve our understanding of our emissions footprint.

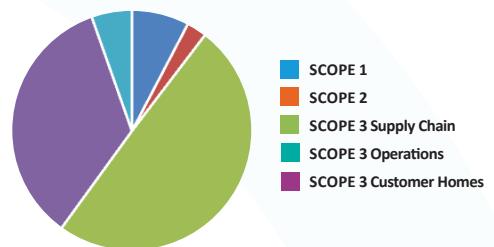
This year we have seen just under a 15% increase in our total emissions. This is driven by an expansion of the reporting scope with the addition of new datasets in our Scope 3 waste and commuting emissions, as well as some changes to the computational methodology.

Activity		Total emissions (tCO <sub>2</sub> e)		Reduction/ (increase)
		2025	2024	
Scope 1	Natural gas	5,156	5,436	280
	Fleet and refrigerant gasses	634	593	(41)
Scope 2	Electricity	2,027	2,098	71
Scope 3	Customers' homes	24,880	24,779	(101)
	Supply chain	37,451	29,056	(8,395)
	Business operations	4,076	2,782	(1,294)
<b>Total emissions in tonnes of carbon dioxide equivalents (tCO<sub>2</sub>e)</b>		<b>74,224</b>	<b>64,744</b>	<b>(9,480)</b>

We are pleased to see a reduction in Scope 1 emissions from natural gas, driven by our investment in alternative heating systems. The slight increase in emissions from our fleet fuel reflects the higher number of repair and maintenance jobs.

Scope 3 emissions linked to customer homes have increased due to the handover of hundreds of new properties and refinement of methodology. Supply chain emissions have increased due to a significant rise in development spending to support our growing pipeline of partially-completed new homes and the embodied carbon associated with these works, together with refinement of methodology to capture additional emissions areas.

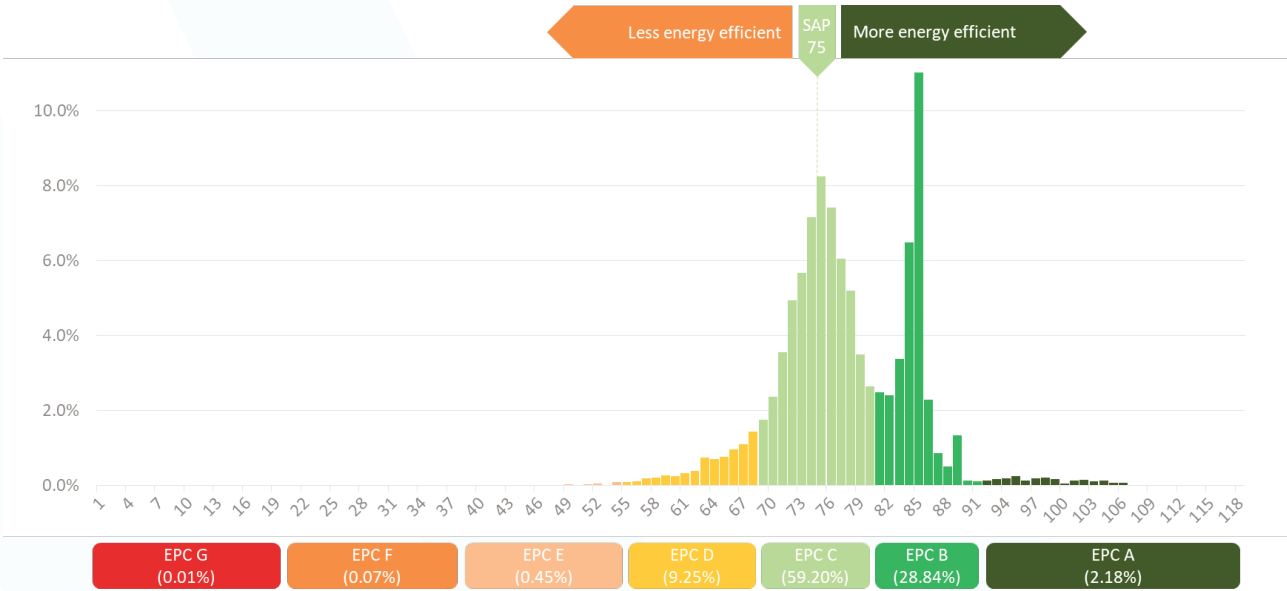
## Carbon Footprint



## Carbon Intensity



Higher emissions from business operations are due to expanding the reporting scope to include employee commuting for the first time. This was informed by engagement with thousands of employees to understand their commuting patterns, distances travelled and modes of transport, enabling accurate and meaningful estimation of emissions.



Homes EPC C+	Homes SAP 75+	Homes Retrofitted	Decarbonisation Spend
90.2%	58.3%	1,326	£41,335,040

Average SAP/RdSAP score  
**76.47 (EPC C)**

Properties below WHQS 23 SAP 75 target  
**7,387 / 41.7%**

## For information

Sava Intelligent Energy is unable to generate a SAP/RdSAP score for every property. In most cases, this is because one or more pieces of the required minimum dataset is missing, and there is not an officially lodged EPC. As we continue our programme of stock condition surveys and EPCs, we will increase the number of our properties that we hold an up-to-date SAP/RdSAP score on, and improve the accuracy of the existing scores.

The Data Intelligence Team continue to work on processing, validating and refining both new and existing data, in order to provide the business with the most accurate picture of energy performance across our stock portfolio.

For the most part, these figures are exclusive of completed ORP 3 works, which are in the process of PAS lodgment and EPC recertification, which will represent a further improvement to these figures.

## Impact of our existing homes

The Group's homes continue to show a strong thermal efficiency profile in comparison to Wales as a whole as we maintain heightened levels of investment in energy-efficient heating and lighting systems, and measures such as fabric upgrades, solar panels/batteries, and smart hot water storage and mechanical ventilation heat recovery systems.

Welsh Housing Quality Standard 2023 (WHQS23) sets an interim target of SAP75 by 2030 for home energy performance within our sector. Currently 58.3% of our homes meet or exceed this target, setting a clear baseline from which to progress over the next five years. Our WHQS23 Affordable Warmth and Decarbonisation Plan uses sequenced Target Energy Pathways for our homes to set out the timing of retrofit work and costs required to get as many homes as possible to SAP 75 by 2030.



With the welcome assistance of Welsh Government's Optimised Retrofit Programme (ORP) we continue to use the Group's scale to increase the speed and momentum of our decarbonisation delivery plans: our 'live' retrofit projects are valued at over £41 million across this year and next year and will improve over 1,300 homes by March 2026. Grant funding opportunities such as ORP, which

allow us to pilot new approaches, are key to understanding how new technology can be utilised to deliver the affordable warmth investments our homes and customers need.

ORP funding complements our approach, using a mix of fabric-first and renewable energy technologies to improve our least efficient homes. Decarbonising a heat source can be costly for customers, so these works are subject to a 'no fuel poverty' constraint. We're committed to measuring average energy costs as part of our determination to deliver affordable living offers.

As part of our long-term business planning process, we evaluate with our Board the cost of progressively moving our homes to net zero over time. This is informed by our individual home target energy pathways and helps us to ensure we have realistic plans in place for the long-term decarbonisation and transformation of our homes.

## Parc Penrhiw

Customers living in our 40-home estate at Parc Penrhiw in Ammanford are seeing their homes transformed to significantly enhance energy efficiency and comfort through a £6.2 million deep retrofit and refurbishment project with help from Welsh Government’s Optimised Retrofit Programme and Neath Port Talbot Council’s “Homes As Power Stations” grant. Previously reliant on coal and oil for heating and hot water, the homes will be upgraded with external and cavity wall insulation, new high-performance windows and doors, high heat retention storage heaters, heat pump water cylinders, whole house ventilation systems, new roofs, solar photovoltaic panels with battery storage, and environmental monitoring. These interventions are projected to deliver substantial annual cost reductions to residents from £2,000-£2,200/year to an estimated £400-£700/year. This will also dramatically improve the properties' Energy Performance Certificate (EPC) ratings by multiple bands, moving them from initial F ratings to target A or B ratings.

The project is progressing well on site, with Phase 1 having commenced as scheduled in September 2024. We recently held a successful customer engagement event for residents, which was very well attended. This event provided an invaluable opportunity for residents to further engage with contractors and suppliers, learn more about the project and the technology and ensuring transparency throughout the retrofit process.



## Building for the future

Developing the new homes that Wales needs will have a significant carbon impact. Delivering new homes to meet Welsh Development Quality Requirements (WDQR 2021) and retrofitting our existing homes to meet the Welsh Housing Quality Standard (WHQS 2023) commits us to:

- establishing a fabric-first plus renewables approach;
- moving to renewable-energy-powered electric heating and hot water systems such as air and ground source heat pumps;
- including photovoltaic (PV) panels on our new homes to generate renewable electricity for use in the home and for export to the Grid;
- favouring timber and Modern Methods of Construction (MMC), using locally sourced timber, local companies and off-site manufacturing;
- integration of the Sustainable Urban Drainage Systems (SUDS) standard to minimise surface water run-off and mitigate the risk of flooding;
- ensuring all new homes and communities are planned to address projected future flood and coastal erosion risks in line with Technical Advice Note 15, overheating risk, and other climate change risks;
- planning all new sites to protect extant biodiversity and promote the Net Benefit to biodiversity (NBB) approach in place across Wales; and
- active engagement with contractors and suppliers to ensure sustainability and environmental standards are achieved.

## Retrofit of Existing Homes



- Across the Group we installed monitoring systems to 425 properties and intelligent energy systems to 60 properties.
- We installed PV & battery to 19 homes as part of an enhanced roofing replacement programme.
- We installed PV solar panels and batteries in two schemes, using a collaborative system to allow all residents to benefit equitably from the system. One of the schemes moved from EPC C to EPC A following the installations.
- Our 'tough to treat' retrofit project began looking at improving energy efficiency on our worst performing properties is ongoing. We have seen properties move from a SAP score of F32 to B85 as a result.

## Going Beyond

- At **Gwynfaen and Ladyhill**, additional funding has enabled us to improve on our standard specification by installing home batteries to enable homes to store and import electricity, and Mechanical Ventilation and Heat Recovery (MVHR) systems to provide fresh air into the home and remove moist air from it.
- At **Caegar near Llanelli**, additional funding from the Homes as Power Stations (HAPS) funding programme has enabled us to fit radiant panel heating for the first time, alongside batteries and PV for each home.
- The lessons learned from these projects will inform our future low carbon specification.

## New Homes EPC Ratings



## Ladyhill, Newport

The former Ladyhill Day Centre and Severn Stiles Pub in Newport were demolished to enable Pobl to construct 39 two and three-bedroom houses for social rent (constructed to EPC A+ standard).

The project, completed in December 2024 was supported by Welsh Government's IHP Year 4 funding round. The key objectives were to explore the benefits of MMC integrated with renewable technologies to produce a standardised range of low carbon homes capable of being replicated in future without additional funding.

To achieve excellent energy performance and to lower energy bills, energy efficient and renewable technology solutions were needed, including:

- ground Source Heat Pumps (with a total 19 boreholes, ranging from 130-180m deep);
- underfloor heating (to ground floors) and radiators (to first floors);
- PV panels to all properties;
- batteries (for energy storage and export back to the grid) and
- Mechanical Ventilation Heat Recovery System (MVHR) to the whole house.



## The Cascade, City Road Cardiff

The Cascade is a seven-storey apartment block located on City Road, Cardiff constructed from Cross Laminated Timber (CLT) panels enabling significant reduction in carbon impact. Linc were awarded funding under the Innovative Housing Programme (IHP) in 2019, and the project is currently nearing completion.

- carbon is embodied in CLT structure and frame for the lifetime of the building;
- timber is sourced from sustainably managed forests;
- minimisation of waste during an automated and tailored manufacturing process;
- design enhanced by extensive external planting to facade to maximise greening; and
- foundations constructed from CEM-free concrete reducing carbon impact of source materials.

# Customers Connectors



## Managing our customers' homes

This year, we remained focused on protecting and enhancing the valued services we provide to our customers, while successfully navigating the integration of Pobl and Linc-Cymru.

The merger has enabled us to align key policies, reflect on and refine our ways of working, and adopt the best practices from both organisations. We have also brought together our leadership teams to create a unified and forward-looking approach.

Our commitment to continuous improvement remains strong. We are actively researching best practices across the UK, exploring what local service delivery truly means for our communities, and building the capacity to deliver more responsive and efficient services. By strengthening our presence in key regions and deepening our community relationships, we aim to ensure our services are responsive to local needs.

In March 2025, we launched our new Customer Experience Telephony Platform. This innovative system is designed to enhance the customer experience and provide us with greater visibility into performance data, enabling us to identify opportunities for further improvement and deliver even better outcomes for our customers.

In addition, we are making it easier for customers to manage their homes digitally. Linc customers can now access a range of services through the new My Home X customer portal, with 10% already registered. Pobl continues to promote its own customer portal, which has seen strong engagement, with nearly 20% of customers signed up. These platforms are part of our wider commitment to improving accessibility, convenience, and customer empowerment through digital innovation.

Pobl Trades completed 43,823 repairs during the year, of which 36,294 were delivered by our in-house Pobl Trades engineers, subcontracting the remaining 7,529 repairs to our contractor partners. We also upgraded 911 kitchens and bathrooms as part of our planned upgrade programme, and fully rewired 243 homes.

Demand was high for our responsive repairs service, but our team were still able to maintain high levels of customer satisfaction throughout the year. Our customers rated the attitude of our engineers at 9.5 / 10 and our overall customer satisfaction score increased from 8.7 last year to 8.8 this year, which includes questions on the quality of our repairs, our customers' trust and the process for booking repairs.

## Supporting our customers

The cost-of-living crisis continues and is compounded by both managed migration to Universal Credit for our most vulnerable cohort of customers and stubbornly high food and energy bills. We have invested significantly in our hardship fund (the Sustainable Tenancies Grant), having allocated £41,000 for the forthcoming financial year.



This year was another record-breaking year for our Advice and Support team, generating financial gains for our customers totaling £1.8 million (2024: £1.4 million). Our Customer Resilience and Wellbeing team opened 372 cases with financial savings for customers of £27,000.

We continue to fund access to expert third-party debt advice and hoarding support to improve tenancy sustainability. We referred 119 customers for complex debt intervention, resulting in over £100,000 of debt being written off. We also worked successfully with 36 customers around hoarding and its associated complexities.

Our Sustainable Tenancies Grant helped customers with issues ranging from fuel and food support to replacing children's beds and white goods. Partnership working with agencies such as Save the Children and the Trussell Trust enabled our customers to benefit from a range of initiatives including the issuing of over 200 food bank parcels and payments to struggling families for essential items.

**1,240**

**ADVICE &  
SUPPORT  
CASES  
OPENED**

**372**

**CUSTOMER  
RESILIENCE  
AND  
WELLBEING  
CASES OPENED**

**375**

**HARDSHIP  
PAYMENTS**

**£1.8  
MILLION**

**GENERATED  
FOR  
CUSTOMERS**

Together, the Customer Accounts team and Advice and Support secured £117,600 from our local authorities in terms of discretionary housing and homelessness prevention fund payments, directly reducing rent arrears.

People are at the heart of everything we do. Our innovative services provide tailored support based on individuals' needs, facilitating a way for people to live more fulfilling lives.



### **'Exceptional' care services**

We provide care services in five care homes, through our supported living services, and our Extra Care facilities. Over the course of 2024 and into 2025, three care homes and both our Supported Living and Extra Care Schemes across Gwent and West Wales were inspected by Care Inspectorate Wales (CIW).

Known for their stringent criteria, CIW rate services from 'Poor' to 'Needs Improvement', 'Good', and 'Excellent', assessing various aspects of the service including wellbeing, care and support, environment, and leadership and management. All five services inspected received Excellent ratings, with one report noting that as a provider “we are committed to providing high quality services”.

“

People are treated with dignity and compassion by a very dedicated care team well and strive to do their best for people.... The provider strives to seek ways to continuously improve the service.

CIW inspection report, March 2025

## High-quality support services

Over the course of the year we have continued to ensure that our high-quality support services reach and impact some of the most vulnerable individuals and families across 16 local authority areas in Wales.

Lessons learned from the Covid-19 pandemic and the current housing crisis highlight the need for preventative interventions that are easily accessible and avoid waiting lists. This has meant that our housing support and advice hubs have been critical to local communities, and we've seen a significant increase in demand. During the year we have successfully retained our hub provision in the Vale of Glamorgan and Bridgend.



The location of our hub services ensure that we are fully responsive and able to provide a one-off crisis intervention service to anyone who may need it. We offer a welcoming and relaxed space which is available for people to drop in for immediate support when needed, which removes any barriers to accessing a support service. Housing related support and welfare benefits advice is combined with other forms of interventions focussing on health and wellbeing, employment and skills development to achieve sustainable outcomes and improved wellbeing. The hubs collaborate closely with the local authority, other agencies, organisations and the community to provide a holistic service.

**Throughout the year our hubs have supported on average over 5,000 individuals. Interventions provided by our hub services prevent people from reaching crisis and experiencing homelessness.**

## How customers feel about of service

**There has been strong development of our inclusion and co-production work this year.**

Surveys are created with input from the individual to create the questions and to record them online in user friendly formats. One of the people we support has helped with translation of surveys into the Welsh language to benefit other customers. Our 'Experts by Experience' programme is fully launched, allowing a broad range of individuals to join Responsible Individual (RI) and other visits to services and provide their views. This was positively reflected during CIW inspection, with one inspector writing that *"We spoke to one person who accompanies the RI on their monitoring visits, they told us they feel they can talk to them and know they will take on board what they say."*

Individuals are consulted as part of the Assistant Director and RI visits to gather ad hoc feedback about their experiences of their own service. Individuals have supported us with policy reviews and helped in the creation of an Easy Read Professional Boundaries policy for the individuals using the service. Individuals have also worked co-productively with us to design a new personal plan which they have said is easier for them to understand and engage with.

Individuals are involved in the recruitment of people working across all our services, and this has proven very beneficial to both Pobl, the candidates and the customer. One customer was encouraged to ring the successful candidate to inform them of their success and loved the experience.



Customers have welcomed the chance to explore employment, training and volunteering opportunities, with a dedicated programme of activities taking place across the year. An example of this co-production can be seen in the planning session pictured.

Feedback to the RI during his visits have included people telling him that colleagues have gone above and beyond expectations for the people they support. Examples given included a service replicating a wedding ceremony so that the customer could see their loved one get married; hosting a funeral because a customer would have been unable to travel to attend it; using their own time to enhance people's lives and provide additional support. People living in residential care regularly mentioned that they had been anxious about moving in, but now think it is the best thing they could have done.

We continue to receive high levels of unsolicited positive feedback from the people we support, their loved ones and other professionals, with 85 compliments logged centrally in the year.

92%

CARE CUSTOMERS  
REPORT FEELING SAFE  
FROM HARM OR ABUSE

(2024: 92%)

95%

CUSTOMERS LIVING  
IN SUPPORTED HOUSING  
REPORT FEELING SAFE

(2024: 87%)

84%

FLOATING SUPPORT  
CUSTOMERS FEEL SAFE IN  
THEIR COMMUNITY

(2024: 71%)

## Listening in our Support services

Over the past year, we've continued to actively listen to those who use our services, via a range of methods to ensure their voices are heard.

Traditional approaches such as customer surveys, local and annual quality audits, customer meetings, and the visible presence of senior management across our services provide valuable opportunities for feedback and informal yet meaningful conversations with the people we support. However, we understand that not everyone communicates in the same way and we've made a concerted effort to explore more creative and engaging ways to connect with our customers.



These have included a variety of events and activities; such as mountain and waterfall walks, cold-water dipping, interactive workshops, media and film projects, and even Pobl Support's very own talent show. One particularly moving moment came when a customer performed a poem she had written, sharing a powerful story about the positive impact our support has had on her life.

We also believe it's essential that our customers have opportunities to be heard by external organisations and decision-makers. Over the past 18 months, individuals from our Housing First service have played a key role in shaping the Welsh Government Homelessness White Paper. They were supported to join an independent expert review panel tasked with examining current legislation and providing recommendations to the Welsh Government. This important work culminated in the introduction of a new bill in May 2025, which will now undergo committee scrutiny in the Senedd.

To recognise their contributions, two of our customers were invited to a lunch with Jane Bryant MS, Cabinet Secretary for Housing and Local Government, along with members of the committee. Both were deeply honoured to attend and told the Cabinet Secretary directly that they truly felt heard.

## How customers feel about our service

Over the course of the year, two surveys were carried out for the individuals we support. We asked people about the choice and control they have over their lives; how they are feeling at the time of the survey; and specifically, about digital confidence and financial confidence/independence.

277 people responded across the two surveys, telling us that they are generally happy (76%); always feel safe from harm or abuse (87%); and are very or somewhat in control of their care and support (88%).

We also carried out a survey for family members, and they rated us overall 4.7/5 for trust in Pobl to support their loved one. 95% said that they always trust us to support their loved one to stay safe from harm or abuse.

Finally, we carried out a stakeholder survey for professionals working with us and the people we support. Their response showed that 91% felt communication with us was easy; we were rated 4.5/5 overall for the quality of care provided. Comments from professionals included:



Positive working relationship with Managers and Team Leads, they are all happy to work together in order to obtain a positive outcome for individuals.

## Feedback from our care customers

17 formal complaints were received in the year, all of which were investigated and outcomes provided to the complainant. There were a further 33 informal complaints that were resolved at service level. We formally logged 85 compliments from the people we support, their families, members of the public and external professionals, with the themes including positive communication, excellent support to loved ones and families, and how colleagues had addressed concerns when they arose. Several compliments related to the support given to both the individual and their family, and there were several relating to how transitions had been managed both into and between services.

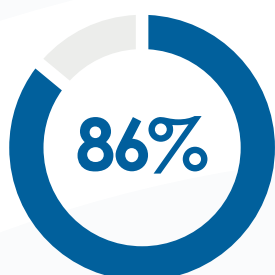
## Customer satisfaction

Following the success of our housing satisfaction survey in March 2023, we conducted a further survey in March 2025, engaging almost 900 customers. We're pleased to report a significant improvement across nearly all key areas, with participation remaining strong and reflective of a broad customer base.

Our survey continues to align with the Welsh Government's tenant satisfaction framework, ensuring consistency and comparability. We are proud to see marked progress in customer sentiment.

While we've seen encouraging gains in most areas, we acknowledge that some areas such as **repairs and maintenance** and **influencing decision-making**, still present opportunities for further improvement. These insights are invaluable as we continue to shape services around what matters most to our customers.

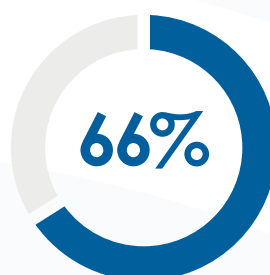
Customer feedback remains central to our approach. It informs how we design, deliver, and refine our services to ensure every customer receives the best possible experience. We are committed to building on this momentum and driving further improvements in the year ahead.



### SATISFIED

with the quality of their home

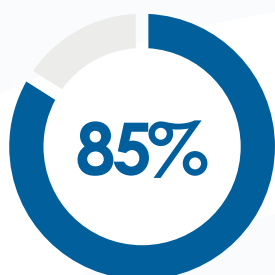
(2024: 72%)



### SATISFIED

with how we deal with repairs and maintenance

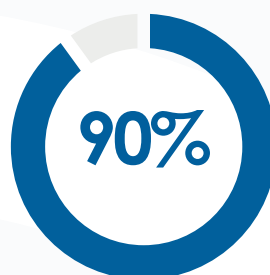
(2024: 63%)



### TRUST

Pobl as their housing provider, based on their last interaction

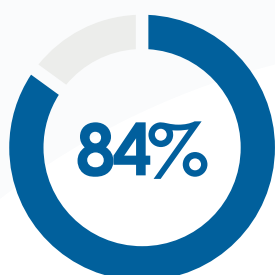
(2024: 67%)



### SATISFIED

that Pobl provides safe and secure homes

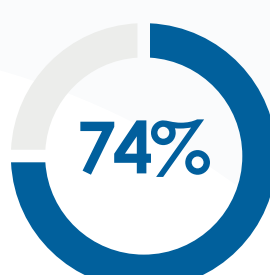
(2024: 82%)



### SATISFIED

with their neighbourhood as a place to live

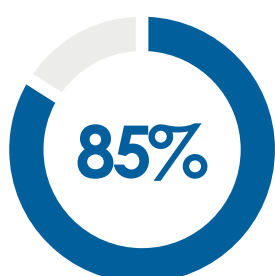
(2024: 79%)



### SATISFIED

with the way Pobl listens to their views and acts on them

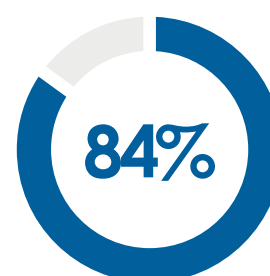
(2024: 63%)



### SATISFIED

are satisfied with the service provided by Pobl

(2024: 72%)



### VALUE FOR MONEY FOR RENT

increased from 80%

## Delivering on feedback

While our customers continue to rate us highly in many areas, feedback consistently highlights opportunities for improvement particularly in repairs and maintenance. Customers often express satisfaction with the quality of service once repairs are carried out, but delays in reaching their homes remain a key concern.

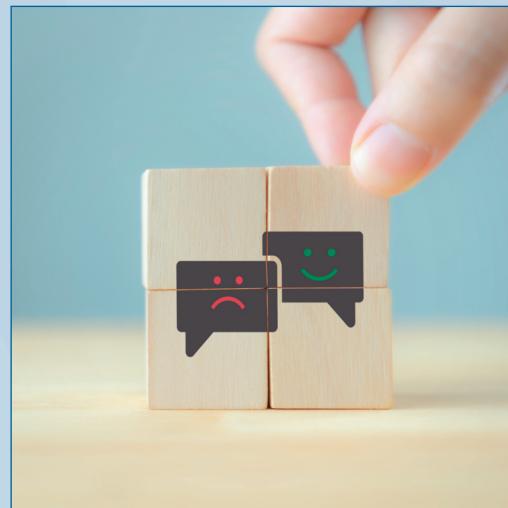
In response, we've taken several important steps to act on this feedback:

- **Comprehensive Repairs Review:** We are undertaking a detailed review of our repairs service to improve speed, quality, and customer satisfaction. This includes listening to customer feedback at every stage and using it to shape how we deliver services.
- **Expanding Customer Voice:** Our Pobl and Linc Customer panels have joined forces, and we're focused on creating more opportunities for customers to influence and improve our services.
- **Call Quality Framework:** We introduced a structured framework to assess the quality of customer interactions within our Contact Centre. This enables us to regularly review and improve how we communicate with customers, ensuring conversations are clear, empathetic, and solution focused.

## Complaints

Our approach to complaints has evolved significantly in 2025, aligning fully with the Public Services Ombudsman for Wales' guidance. This has led to a more consistent and transparent recording of complaints across the Group.

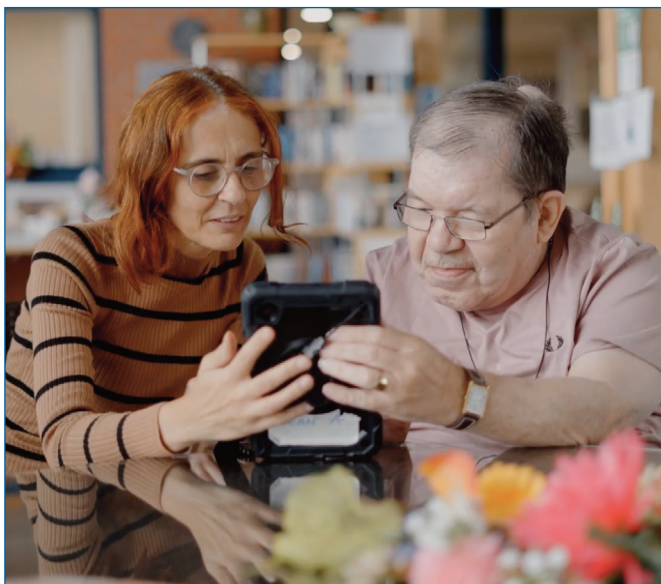
In January 2025, we adopted a unified process across Pobl and Linc, resulting in a rise in recorded complaints, not due to declining service, but due to improved logging and adherence to best practice. These changes reflect our commitment to transparency, accountability, and continuous improvement ensuring that every piece of feedback helps us deliver better outcomes for our customers.



## Tech to the Maxers

Following the merger on 1st April 2024, the year saw us balancing our future ambition to embrace innovation and automation, with the practical need to focus upon merger integration and system alignment of both our Technology teams.

An ‘integrate then optimise’ approach supported this balance with technology integration completed for the majority of areas including Customer Contact Centres, Technology Service Desk, People Systems, Development applications, Asset Financials, Mobile Phone Management and Group printer solutions.



The year also saw us embrace innovation with good progress made in the Digitalisation of our Care and Support Division, completing an AI readiness assessment and successfully launching our first new Group application, Netcall; a modern telephony platform that supports our ambition to reimagine our customer experiences.

Strong foundations and a modern technology stack remain key to the Group’s success, and we completed the discovery work for two of our key technology platforms: finance and housing

management. In line with our ways of working, the platforms sourced will be designed to ensure that they can deliver against our customer and colleague journeys. This work to design and deliver these continues into next year.

### An equipped team for the future

The year saw the Linc and Pobl Technology teams restructure to form one modern Technology team. The team has been designed to support a user-centred approach with Technology Delivery Partners supporting the product life cycle, with products aligned to provide a business partnering approach.

Cyber security remains a key threat, and the structure embedded a dedicated security team, supported by a 24/7 response provider. During the year, the team have continued to strengthen our cyber resilience and adapt the Group’s approach to the ever-changing cyber threats.

## Customer & Colleague focused Technology

New Technology Principles for the Group were developed to support the 'Large and Local' ambition set out in the merger business case. The principles address the historic pain points faced by the Group in relation to technology solutions delivering end-to-end customer and colleague experiences that support a data driven organisation.

The principles focus on a move away from functional procured technology to Group Technology solutions owned and managed by the Technology team. The approach has enabled us to benefit from a rationalisation of systems, enhancing value for money and security. Key to this approach is the adoption of modern technology solutions capable of delivery against our changing customer and colleague journeys.

## Data Driven Group

With an ambition to be a data-driven organisation, the ongoing need to improve the quality and accuracy of our data remained a priority throughout the year. The DAT Quality Framework (Data, Accuracy, Transparency) was launched with a clear plan and milestones to improve our data quality and embed a culture of data quality. As we move to a large data migration next year, this work and improving our data quality remains of high importance and its continued progress will be monitored closely.

## Digitalisation of Care & Support

The Digitalisation of Care and Support continued with the successful completion of a 10-month pilot of Nourish, a digital care planning system. Progress saw 21 services across Care and Support using Nourish, with 276 colleagues trained and customers inputting directly into the system. The transition has not only improved the quality and safety of care but also enhanced the colleague experience by streamlining tasks and empowering colleagues to work in a person-centred way. The digitalisation of Care and Support has gained positive recognition from both Commissioners and the CIW, and Pobl has been identified as a collaboration partner around both digitalisation and assistive tech.

# Team Players

We are a not-for-profit organisation providing Housing, Care and Support services to people across Wales. We are the largest registered social landlord in Wales and are regulated by Welsh Government. Our Group operates in a variety of sectors and markets, and our team of colleagues deliver a wide range of roles in the communities we serve.



**Fairness** for all is a reality, regardless of background or circumstances



**Respect** for all is the norm and we will not tolerate any form of discrimination against customers or colleagues



**Equality** of opportunity is embedded in the decisions we take and everything we do



**Diversity** is celebrated and our colleagues and customers feel that they belong



**Inclusion** is widely understood, where all colleagues are committed to inclusive behaviours and policies and where customers feel valued and listened to



**Engagement** enables a positive emotional attachment between colleagues and their work; where our customers are consulted and play a role in shaping our services

## Equality, Diversity and Inclusion (EDI)

We will take every opportunity to promote equity, embrace diversity and challenge discrimination.

We are committed to creating a culture where **Fairness Respect Equality Diversity Inclusion Engagement (FREDIE)** are embedded and apparent in our Group culture. We help our colleagues to value the FREDIE principles; we support their wellbeing and remove any barriers to progression.

We ensure the homes we provide for our customers meet their aspirations; we enable them to access the appropriate, highest quality services they want and need. We offer empathy and understanding to our customers and respect them as individuals.

The **FREDIE** Steering group, led by the Strategic Lead for Equality Diversity & Inclusion (EDI), drives the agenda forward in line with our Group values.

**FREDIE** is an ongoing journey and we take steps to learn, innovate and influence. To guide this journey, we have a number of EDI Action Plans in place:

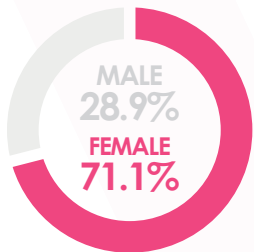
- **‘Inclusive by Instinct’ – our commitment to Equality, Diversity and Inclusion**
- **Anti-Racism Action Plan – to deliver on the commitments set out in the Welsh Government Anti-Racist Wales Action Plan**
- **‘Iaith Pobl’ Welsh Language Plan 2024-26 - which confirms our commitment to futureproofing the Welsh language**

Pobl Group has attained the National Centre for Diversity ‘Investors in Diversity’ Silver Quality Mark which demonstrates our approach to embedding **FREDIE** into everything that we do. We are proud to be a ‘Disability Confident Employer’, and are delighted to have attained the National Centre for Diversity ‘Investors in Diversity’ Quality Mark, demonstrating our approach to embedding **FREDIE** into everything that we do.

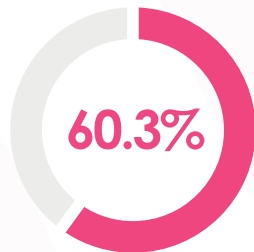
## A great place to work

Our greatest asset is our people, whose dedication and compassion are the driving force behind our efforts to make a meaningful difference to the lives of those we serve. We are committed to cultivating a workplace where every individual feels valued, respected, and empowered to be themselves. Being a great place to work is an ongoing journey, and our organisational culture is built on the principles of collaboration, continuous learning, and mutual respect and support. We invest in professional development opportunities and promote open communication to ensure that our staff feel equipped and motivated to excel in their roles.

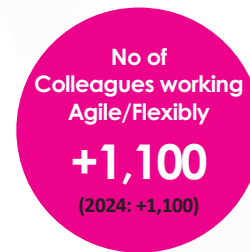
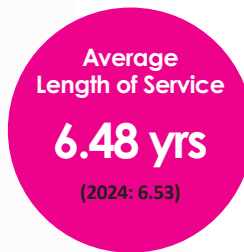
**No of Colleagues 2,517 (2024: 2,644)**



**COLLEAGUES**  
(MALE 2024: 29.6%)  
(FEMALE 2024: 70.4%)



**FULL TIME**  
(2024: 58.9%)



## An adaptive workplace

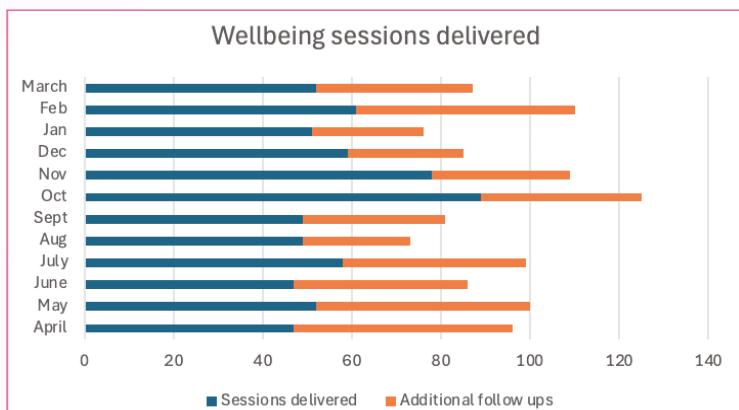
Our teams consistently demonstrate resilience, innovation and a deep commitment to meeting the changing needs of the people and communities we serve.

Agile and flexible working practices are integral to our operations, company culture and colleague wellbeing. Our working patterns encapsulate shift work, rotas, hybrid working, term time, part time and condensed working. We have reviewed and revised our policies and procedures in line with UK legislation and made it easier for colleagues to request more flexible working patterns. We encourage agile working practices, such as mobile working and streamlined digital systems, allowing our teams to deliver high-quality support efficiently and compassionately, wherever it’s needed. This flexible approach also empowers our colleagues who can work in a hybrid way, self-managing schedules where appropriate. We support employee wellbeing and promote a healthier work–life balance, crucial in retaining a resilient and motivated workforce.

## Colleague wellbeing

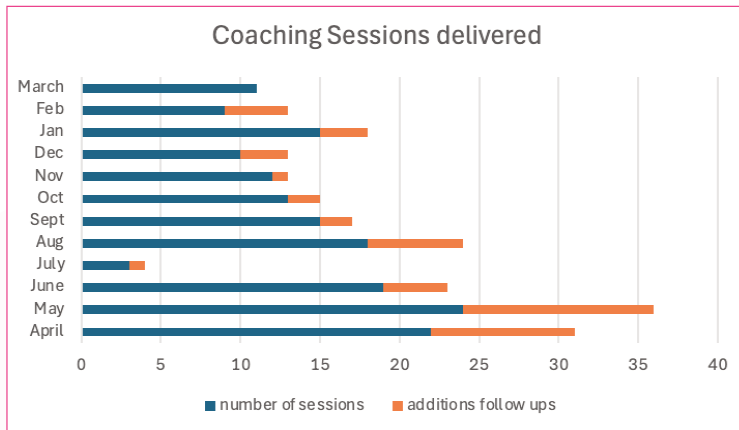
Promoting and protecting the health and wellbeing of colleagues is a priority embedded across the Group. The People and Wellbeing teams work together to identify emerging concerns, respond to issues, and embed a culture where wellbeing is recognised as central to a safe and productive workplace. By fostering an inclusive environment that celebrates diversity, we ensure that our colleagues can thrive both personally and professionally. This approach not only enhances colleague wellbeing but also enriches the quality of care and support we provide to our communities.

### Wellbeing Calls



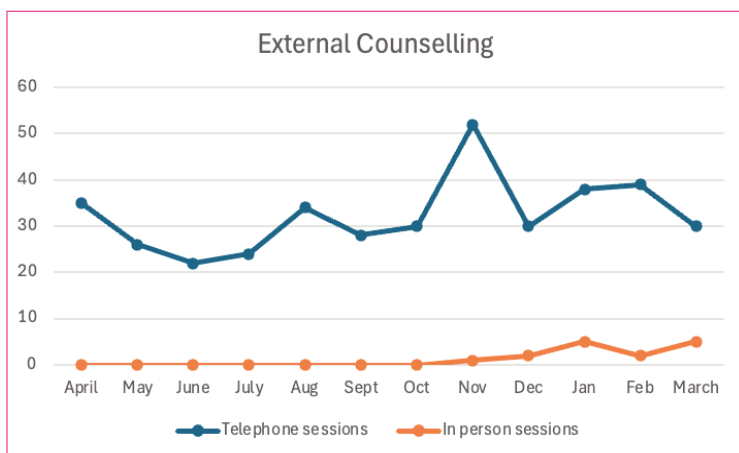
There continue to be consistent high levels of wellbeing calls month on month. Themes change, however common reoccurring themes include anxiety, depression, overwhelm and burnout.

### Coaching



Coaching themes vary, however common reoccurring themes include confidence, work life balance, and managing up.

### External Counselling



External counselling is anonymous and a valued benefit to colleagues.

## Growing Together: Learning & Development for Continuous Improvement

Over the past year, the internal Learning & Development (L&D) team has made significant strides in supporting the growth and success of the leadership team and broader workforce. With specific focus on three core areas — Leadership Development, bespoke team development and Professional Qualifications - the development programme has empowered colleagues at all levels to unlock their potential while aligning with the strategic goals of the Group.

A series of tailored workshops aimed at enhancing key leadership competencies are available to colleagues, enhanced by 1-1 coaching. The Aspiring Leader programme continues to receive great feedback with 10 cohorts already complete and another three fully booked programmes in place for the rest of the year.

This year, there has been a strong emphasis on the bespoke development of our teams, recognising their crucial role in delivering exceptional service. Through targeted training, skill-building workshops, and role-specific development programmes, the skills addressed have included problem-solving abilities, communication skills, and technical expertise.

Our commitment to professional growth is evident through our support for colleagues pursuing industry-recognised certifications and qualifications. The financial commitment in the last year has been £45k, but with many of the 199 colleagues undertaking a professional qualification benefiting from additional externally sourced funding and grants.

Through these initiatives, the L&D team has played a critical role in creating a supportive environment that promotes both individual and organisational growth.



**105,274 HOURS**

of learning undertaken  
(2024: 84,650)



**199 COLLEAGUES**

signed up to a professional qualification  
(2024: 176)



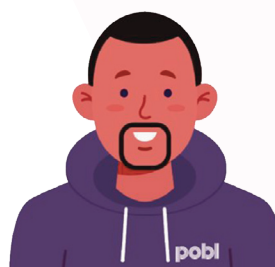
**80% of TRAINING**

delivered face to face  
(2024: 63%)



**21,281 E-LEARNING**

courses completed  
(2024: 16,588)



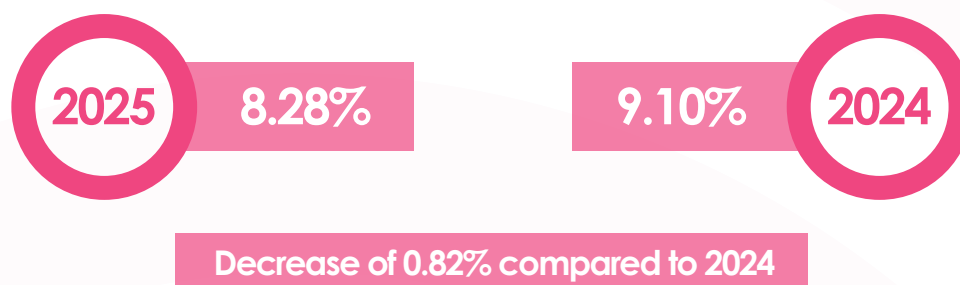
## Growing our team of difference makers

Working at Pobl means being part of an organisation that values support, development, and inclusivity. There are real opportunities for career progression, which has been evidenced in the number of internal promotions numbers over the last year. Flexibility is another key aspect of our work culture which helps attract great talent. Colleagues appreciate the ability to work in an agile way, choose shifts and easily adjust schedules, making it an environment that supports a good work-life balance. During the year 12,671 job applications were received, and 791 posts were filled, of which 345 were colleagues moving to new roles in the Group. Six were appointed via the ‘Refer a Difference Maker’ scheme.

## Gender Pay Reporting

We are proud to encourage diversity and actively seek opportunities to ensure our team reflects a wide range of backgrounds and perspectives. The Group operates a pay framework ensuring equal pay for each job role, regardless of gender. However, the diversity of markets in which we operate means the proportion of each gender in these roles varies significantly, and our gender pay gap exists because of the dominance of each gender in these different markets.

### Median



## CEO to median worker pay

Our current CEO to median pay ratio is 9.28x (2024: 9.43x). The most recent sector comparison showed this represented the lowest CEO pay per property managed of any Welsh Registered Social Landlord (RSL) at £9/property (2024: £10.90), compared to a sector average of £75.18/property.

It was also the lowest CEO pay per million pounds of turnover of any Welsh RSL at £919 (2024: £1,087) compared to a sector average of £6,799. This means the CEO's pay is considerably lower than the sector average in terms of both pay per property managed and pay per million pounds turnover. Specifically, it is approximately 18% of the sector average, indicating a more cost-effective CEO compensation relative to turnover compared to the broader sector.

## Value for Money

**Value for Money cuts across all our activities and ensures that the Group is delivering services in the most cost-effective way possible, striking the right balance between cost, high productivity, and successful outcomes for our customers.**

We regularly compare our performance with our peers, using the Global Accounts dataset to understand performance within the sector. Benchmarking our performance in this way provides a reference point for implementing and managing change. As the latest dataset has not yet been published, we have compared our year on year performance below.

Measure	2025	2024
Headline social housing cost per unit	7,729	6,530
Management cost per unit	2,836	2,858
Routine maintenance cost per unit	2,331	1,858
Major repairs (capital and revenue) cost per unit	1,853	1,116
Void loss per social housing unit	179	208
Arrears per social housing unit	620	684

The increase in social housing costs per unit is largely driven by increased spend on repairs and maintenance. During 2025 we reported an increased demand in responsive repairs and increased compliance spend in line with regulatory requirements.

Following the merger, staffing savings have been achieved through natural attrition and a focus on streamlined operations. This has allowed us to keep management costs relatively stable year-on-year, even after incorporating a competitive pay award.

Major repairs spending has been impacted by a number of roof replacements that have been required earlier than the expected timeframe for such components.

An improvement in void loss has been reported as we see the positive impact of prior year Transitional Accommodation Capital Programme projects complete, enabling us to bring more long term void properties back into use.

The reduction in arrears reflects the active management of arrear balances by the customer support teams.

# Social Value

## Maximising our impact

Our approach to creating social value is closely aligned with the principles and goals of the **Well-being of Future Generations (Wales) Act 2015**. We adopt a consistent, person-centred approach to service delivery, embedding social, economic, environmental, and cultural considerations across all aspects of our operations. Our procurement and contract management practices proactively generate community benefits that contribute to long-term wellbeing and sustainable development and we collected £41k through our procurement levy in the year. When we tender for goods or services, we typically include 5-10% weighting for social value and environmental factors to ensure sustainability is prioritised.

This approach ensures that we maximise value for money while delivering tangible, lasting impact for individuals and communities. It reflects our commitment to the Act's goals - including a **prosperous, resilient, and more equal Wales**, where cohesive communities and the wellbeing of future generations are at the forefront of decision-making. Our contractors and suppliers have continued to support our communities through our procurement and community benefit contractual clauses, with contributions that align directly with the Act's seven well-being goals:

- **Supporting a prosperous Wales** by using local supply chains and actively engaging with small and medium-sized enterprises (SMEs) to strengthen the foundational economy.
- **Contributing to a more equal and healthier Wales** through local recruitment, apprenticeships, work placements and training opportunities, alongside the promotion of flexible working and fair, competitive salaries.
- **Fostering cohesive communities** by working collaboratively with our partners and suppliers, we are ensuring that regeneration delivers inclusive growth and long-term benefits.



**Securing Grant Funding to Drive Positive Change**



**Investing in Communities and People**



**Supporting the Welsh Economy**

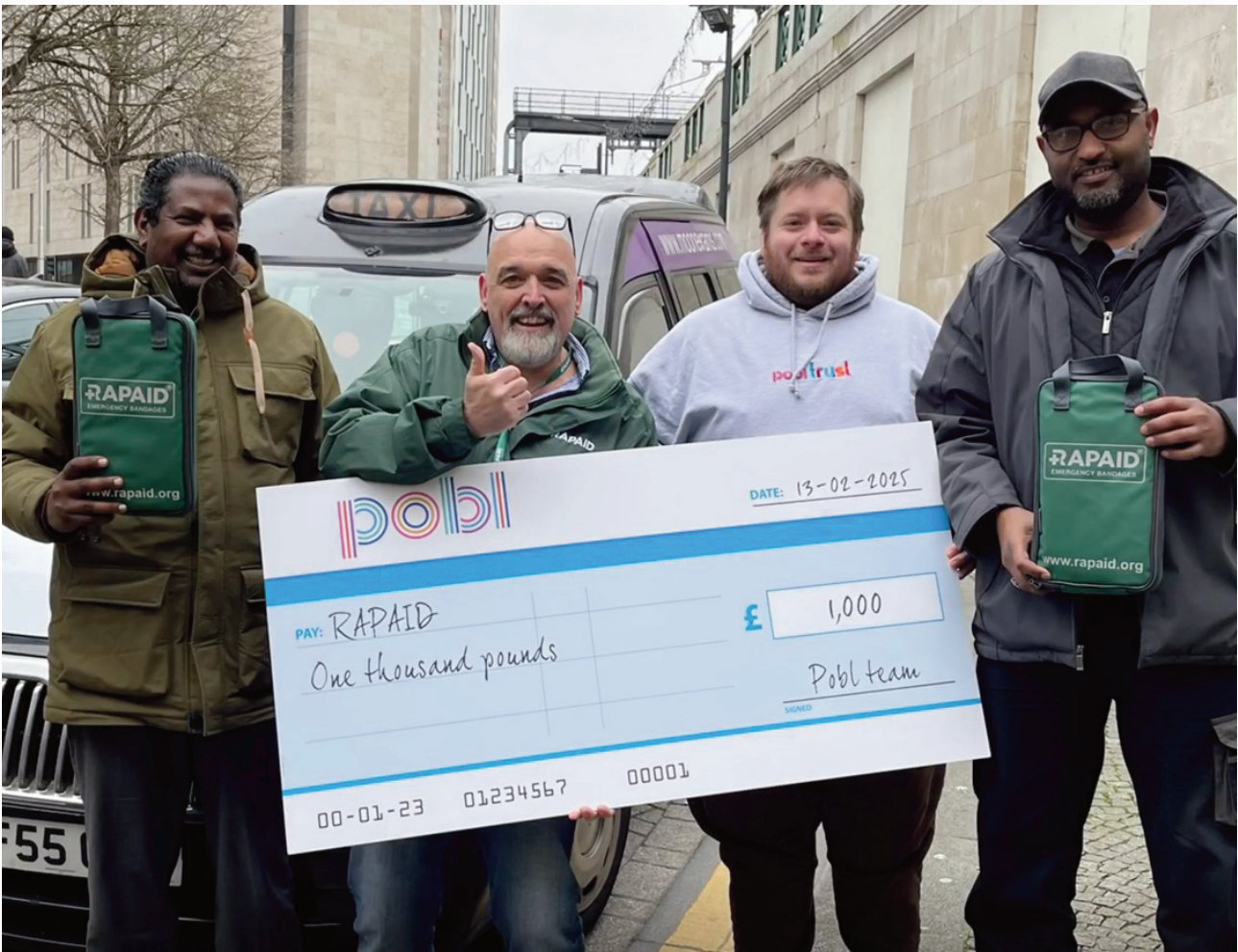


**Partnership Working to Increase Our Impact**

## Pobl Trust

Our registered charity, Pobl Trust, provides small grants to local organisations working to address social issues in our communities. Awards of up to £1,000 are available to individuals and groups whose work aligns with our Pobl Ambitions and addresses the Trust's annual funding themes. This year, the Trust awarded over £68,000 to support 103 projects in communities across South & West Wales, more than double the number of projects supported in the previous year.

The Trust also runs regular fundraising campaigns. In December the Trust worked with 2 local partners to donate over 200 toys to their Christmas campaigns, at the same time £3,300 was given to support older people facing financial hardship. In March 2025 the Spring into Harvest campaign saw 100 garden packs delivered to community groups and projects.



# Financial Performance

The Group continues to grow, demonstrating strong financial performance and resilience to economic pressures. The reduction to surplus in the year reflects the impact of increased interest rates, as seen across the sector.

Our balance sheet capacity has been stress tested and contains capacity to withstand shocks; our business plan continues to demonstrate capacity to achieve our growth ambitions and strategic priorities.

Statement of Comprehensive Income	2025 £M	RESTATED 2024 £M
Turnover	257.9	242.8
Operating surplus	42.2	34.2
Operating margin	16.4%	14.1%
Surplus on ordinary activities before tax	11.2	6.0
Margin before tax	4.3%	2.5%
Interest cover (EBITDA)	170%	158%
Statement of Financial Position	2025 £M	RESTATED 2024 £M
Tangible and intangible assets	1,757.6	1,600.5
Loans repayable after more than one year	698.3	636.2
Reserves	380.2	365.9
Gearing	40%	40%
Statement of Cash Flows	2025 £M	RESTATED 2024 £M
Net cash flow from operating activities	49.3	52.8
Free cash flow before loan repayments	(1.4)	5.9

The 2024 comparatives have been restated following the merger. See note 33.

# Treasury Management

**Our Investment Committee oversees our treasury strategy, treasury management policy, and treasury risk parameters. Our Golden Rules are more stringent than the most restrictive covenant levels, both to provide a reasonable margin of safety and to give the confidence to use our safely available capacity to address the ongoing shortage of high-quality affordable housing across South Wales.**

Where facilities include financial covenants, these are typically based on interest cover and gearing. All treasury management Golden Rules were complied with and therefore all covenants were met during the year, and the Group's long-term business plan forecasts continued compliance until 2055.

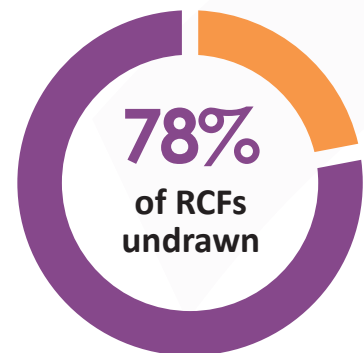
The level of funding required is continually reviewed, including under a range of adverse scenarios within business plan stress testing. Availability of sufficient funding with the right terms is a key priority and is subject to a high level of scrutiny from the Board, Investment Committee and Executive Committee.

The Group maintains a significant level of immediate liquidity together with a diverse range of secured facilities from different lenders. Undrawn funding is committed and is available within three days' notice.

## Available liquidity

At 31 March 2025, the Group had £1.2 billion of cash and total committed debt facilities (2024: £901 million), of which the total drawn funding was £806 million (2024: £561 million). The increases from last year are primarily the result of Linc joining the Group on 1 April 2024. Undrawn facilities have decreased from £322 million to £303 million, with overall liquidity increasing modestly due to a £30 million increase in unrestricted cash and overdraft facilities to £47 million. At 31 March 2025, 78% of committed revolving credit facilities (RCFs) are undrawn and available (2024: 68%).

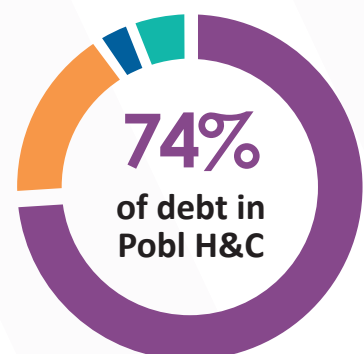
■ DRAWN ■ UNDRAWN



## Facilities by entity

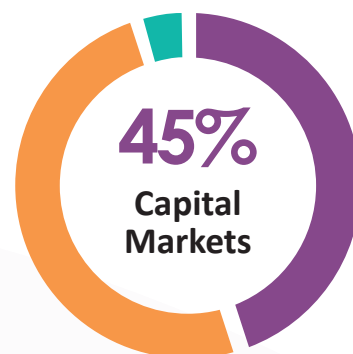
The majority of the debt in the Group pertains to Pobl Homes & Communities, representing 74% of total available facilities (2024: 93%). Linc contributes 19% (2024: nil) and the remainder is mainly the loans which fund our long-term student partnership schemes.

■ POBL H&C ■ LINC ■ POBL LIVING ■ TAI CARTREFI



## Sources of funding

The Group continues to maintain a diversified loan portfolio. At 31 March 2025, 45% (2024: 40%) of drawn funding was from private placements and funding vehicles, 47% (2024: 55%) from bilateral loans with 6 banks (2024: 6) and 7% from Welsh Government on an interest-free or low-interest basis (2024: 5%).

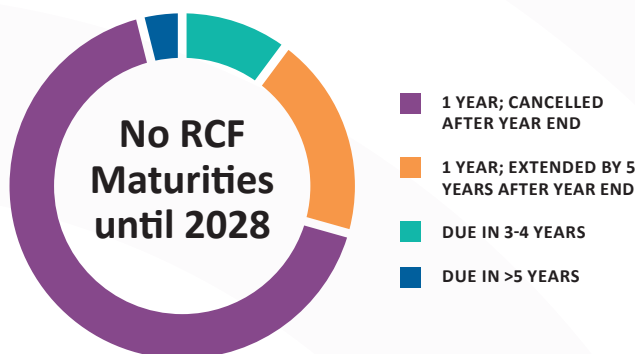
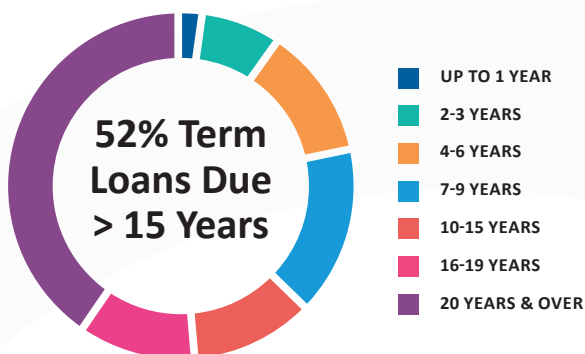


■ CAPITAL MARKET ■ BANK ■ WELSH GOVERNMENT

## Maturity profile

The Group has limited refinancing risk, with a wide range of maturities on existing facilities. 16% of the Group's term loans fall due within the next five years (2024: 17%), while 36% mature in over 20 years (2024: 28%). Terms loans due in 5-20 years have increased to 49% (2024: 42%), mainly as a result of the inclusion of Linc's portfolio and new fixed-rate medium-term debt drawn down during the year. 5% of Group maturities relate to student Private Finance Initiative arrangements where there is therefore no refinancing requirement (2024: 8%).

£115 million of revolving credit facilities were due to mature in FY25, of which £75 million was extended to 2030 and £40 million was cancelled shortly after the end of the year. Extension options are expected to smooth out maturity dates of other facilities over 2028-2031. At the date of signing the accounts, there are no revolving credit facilities maturing until 2028.



At 31 March 2025, the Group maintained total liquidity of £350 million (2024: £339 million), representing £47 million of available cash and overdrafts (2024: £17 million) and £303 million of committed undrawn facilities available on demand (2024: £322 million).

## Interest rate basis

The approach to interest rate risk management is a prudent one. Revolving credit facilities bear interest at variable rates, but almost all fixed-term loans bear interest at fixed rates.

At 31 March 2025, 81% of total drawn funding bore interest at fixed rates (2024: 76%).

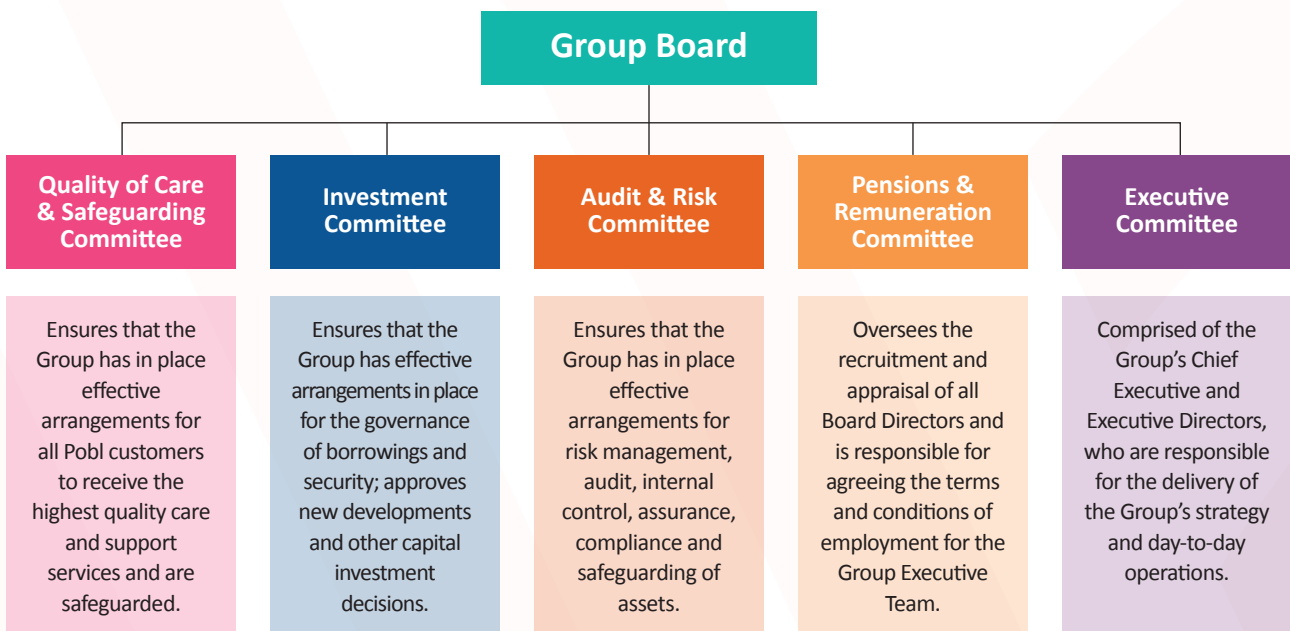
# Governance at Pobl

The Group Board is responsible for the governance of the Group, determining our strategic objectives. The Board has adopted Community Housing Cymru’s Code of Governance 2021, including its guidance on managing conflicts of interest.

The Board meets up to ten times per year, with agendas illustrating our focus on strategic, generative, and fiduciary governance. The Board is supported by a small number of Committees which provide additional scrutiny in key areas of risk.

Our Board philosophy is one of healthy challenge driven by continuous improvement; a minimum of two development sessions are undertaken each year, and task and finish groups are commissioned when required. Our Non-Executive Directors (NEDs) stay upstream of issues affecting both the Group and the wider sector by participating in both external and internal events, including representing Pobl at cross-sector groups and attending spotlight seminars across the Group.

In April 2024, we appointed the new Group Board, following an effectiveness review by an independent governance specialist in January 2024 to map the required skills and competencies. We have worked to refine our approach to succession planning and NED development.

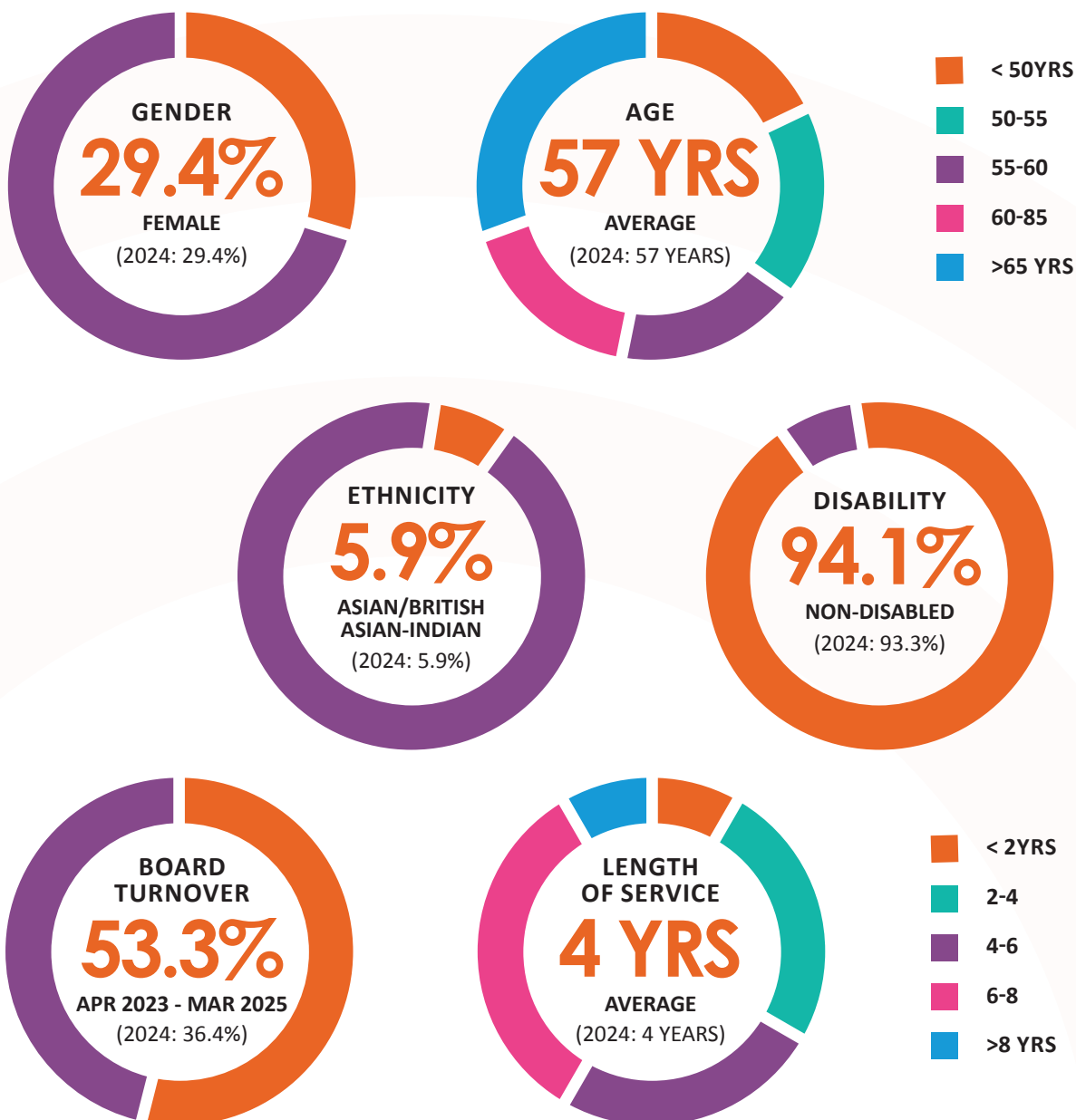


During the last two years, 53% of Board members turned over (FY24: 36%). During the same period, 50% of the Executive team turned over (FY24: 17%). These figures were elevated this year due to the incorporation of new Board members as part of the merger.

The Board comprises twelve non-executive members (80%) and three co-opted board members (20%): the Chief Executive, the Executive Director of Finance and Governance, and the Director of Care as the Group’s Responsible Individual. Two independent members support our committee structure (above). Board tenure is limited to nine years (three terms of three years), with our NEDs currently averaging four years’ service.

Collectively the Board has a range of skills, experience and understanding of corporate governance, strategy, social care, finance, property investment and development, local government, and housing management.

We are committed to creating an inclusive culture and believe that multiple perspectives result in more meaningful, strategic decisions; greater board diversity and inclusion is a priority for the Group.



## Our Board



Group Chair

### Julia Cherrett

Julia has been a HR Director in the water industry, and latterly a Customer and Commercial Director in both regulated and non-regulated utility businesses in the UK and Europe. She has experience in leading major change programmes including the introduction of an industry-leading innovation to provide customers most in need of support with a reduced bill. She brings both operational and strategic experience to Pobl.

Julia joined Pobl in 2019, becoming Chair of the Group Board in September 2022.



Group Vice Chair, Chair of Pensions & Remuneration

### Lynda Williams appointed 1 April 2024

Lynda retired after 40 years working in the health service, including as Executive Director of Nursing and Midwifery at NHS Wales. Lynda's interests include governance, care standards and safeguarding. Lynda joined Linc's Board in 2018, becoming Chair of the Board in May 2023.

Lynda is Vice Chair of the Group Board, Chair of our Pensions & Remuneration Committee, and sits on our Quality of Care & Safeguarding Committee.



Senior Independent Director

### Graham Hillier

Graham has a background in environmental and climate sciences, with 35 years' experience across both the private and public sectors. He has held senior leadership positions with Tidal Lagoon Power, Natural Resources Wales and the Environment Agency. Graham is currently a part-time lecturer at Swansea University, and is a Trustee at Wallingford Hydrosolutions.

Graham sits on the Pensions & Remuneration and Investment Committees.



Chair of Quality of Care  
& Safeguarding Committee

### David Evans

David has over 40 years of housing experience, much of it at a senior level in Local Government. He has been directly involved in a number of Welsh Government housing policy initiatives including Welsh Housing Quality Standard, and the introduction of 'Housing Revenue Account self-financing' for each Welsh Local Authority with housing stock.

David also sits on our Pensions & Remuneration Committee.



Chair of Audit  
& Risk Committee

### Michael Jones

*co-opted 1 November 2022 and appointed 6 November 2024*

Mike has spent over 40 years working in finance, undertaking a number of senior roles in both the retail and corporate banking sectors. Mike holds a degree in Economics, an MBA from Henley Management College, and is an Associate Member of the Chartered Institute of Bankers. Mike served as a member of the UK Finance Mortgage Product and Service Board from 2019 until 2022.

Mike also sits on our Pensions & Remuneration Committee.



Chair of Investment  
Committee

### David Staziker

David has worked at the Development Bank of Wales since its launch in 2002, and is currently its Chief Financial Officer. Previously, David was Investment Director at the bank, responsible for new investments, property development, and business analysis. David is a Fellow of the Institute of Chartered Accountants in England and Wales and also holds their corporate finance qualification.

David also sits on our Pensions & Remuneration Committee.



Non-Executive Director

### Nygaire Bevan

Nygaire has over 40 years' experience in social and health care, after qualifying as a nurse and then a social worker. Before retiring, she supported the Greater Gwent region to implement the Social Services and Wellbeing (Wales) Act. Nygaire is currently a Bevan Commissioner, an Inspector for Care Inspectorate Wales and undertakes voluntary work with a number of cancer charities.

Nygaire sits on our Quality of Care & Safeguarding Committee.



Non-Executive Director

### Howard Crackle *appointed 1 April 2024*

Howard retired from a 40-year banking career in 2019. He was relationship management specialist, working across the Healthcare, Education and Social Housing sectors. He has an MBA and was an Associate of the Chartered Institute of Bankers. Howard joined Linc's Board in 2022 and became part of the Group board following the merger in April 2024.

Howard sits on both our Investment and Audit & Risk Committees.



Non-Executive Director

### Janine Dube *appointed August 2024*

An experienced strategic advisor and data-driven leader with over a decade of expertise in data analytics, product management, and business intelligence. Janine currently serves as a Data Product Manager at Places for People, where she applies her knowledge in data governance, compliance, and strategic decision-making to support short, mid and long-term objectives. With experience in roles across housing, market research, and energy management, Janine provides valuable oversight and independent counsel to guide sustainable growth and operational excellence.



Non-Executive Director

**Paul Minnis** *appointed 1 April 2024*

Paul is responsible for delivering major projects and regeneration at Cheltenham Borough Council, including the £1 billion cyber-tech focused Golden Valley Development. He has previously managed large scale regeneration schemes across the South-West. Paul joined Linc’s Board in 2021 and became part of the Group board following the merger in April 2024.

Paul sits on our Investment Committee.



Non-Executive Director

**Jonathan Pearce** *appointed 1 April 2024*

Jonathan is a Chartered Accountant, and Commercial Finance Director at Warner Surveys. He is also a Fellow of the Chartered Institution of Civil Engineering Surveyors. He has over 20 years financial management experience within the construction sector. Jonathan joined Linc’s Board in 2016, becoming part of the Group board following the merger in April 2024.

Jonathan sits on our Audit & Risk Committee.



Non-Executive Director

**Neil Prior**

Neil was, until May 2025, Cabinet Member for Corporate Improvement and Communities at Pembrokeshire County Council, leading the Council’s improvement programme, a position he'd held since being elected in 2017. Neil remains a County Councillor, and is highly active within his community where he also Chairs the local Community Council. He’s a Member Peer at the Local Government Association (LGA), and also a lead facilitator on their Leadership Academy for Councillors.

Neil sits on our Audit & Risk Committee.

## Co-Optees



Group Responsible  
Individual

### James Wadlow

James is our Director of Care and the Responsible Individual for Pobl's RISCAs regulated Services which span South Wales. James has over 20 years' experience of working within Care, Support and Housing at a senior level. Working closely with partners, James has delivered financially sustainable, high quality services, which focus on customer and colleague co-production and experience.

James sits on our Quality of Care & Safeguarding Committee.

Scott Sanders, the Group's Chief Executive, and Leanne Penny-Thomas, our Executive Director of Finance and Governance, are also co-opted members of the Board.

## Independent Committee Members



Independent Committee  
Member

### Amarjit Atkar

Amarjit is a Fellow of the Institute of Chartered Accountants, experienced in risk management, finance, governance, control and assurance frameworks. He has worked in both the private and public sector, and with international NGOs. Amarjit is currently an independent member of the Audit and Risk Assurance Committee at the Department of Transport.

Amarjit is a member of our Audit & Risk Committee.



Independent Committee  
Member

### Gerwyn Neal

Gerwyn has over 20 years' experience of working in the construction industry, focussing on Commercial Management, Quantity Surveying and Project Management. He is currently Senior Commercial Manager at Willmott Dixon Construction, with responsibility for feasibility, cost planning and control, core measurement and post contract administration.

Gerwyn sits on our Investment Committee.

## Retirements and Resignations

### Lucy Asquith

*Non-Executive Director - resigned 31 Dec 2024*

## Executive Team



Group Chief Executive

### Scott Sanders

Scott was CEO at Linc Cymru prior to leading the business into a merger with Pobl Group in 2024. He has over 30 years' experience within the housing sector, having led mergers, developed new businesses, transformed business cultures and delivered financially successful services. Scott is passionate about modernising business practice, utilising customer insight to ensure service models address customer need.

Scott chairs our Executive Committee and is a co-opted member of the Group Board.



Executive Director  
- People & Organisational  
Development

### Gaynor Morris

Gaynor joined Pobl Group in June 2013. She is a qualified CIPD professional with over 30 years' experience across several sectors, namely pharmaceuticals, manufacturing, and recycling industries. She holds Masters Degrees in Human Resources Development and Cognitive Behavioural Therapy.

Gaynor's role includes talent attraction and development, Human Resources, and organisational development.



Executive Director  
- Customer & Communities

### Andrew Vye

Andrew has worked at Pobl since 2016 and oversees the delivery of our housing and repair services to customers including Students, Social Renters, and Homeowners. Andrew is also responsible for our Care and Support services, providing commissioned care and support to 1000s of individuals. Andrew is a Community Housing Cymru board member and a Trustee of Care and Repair Cymru.

Andrew is a Director on the board of Pobl Development Limited, Arloes Limited and Tarbed Limited.



**Executive Director**  
- Finance & Governance

### Leanne Penny-Thomas

Leanne joined Pobl Group in 2012. She is a Fellow of the Institute of Chartered Accountants in England and Wales, and previously held the role of Finance Director with Pobl. She was appointed Executive Director in February 2024, and is responsible for Financial Operations, Corporate Finance, Legal, Governance, Risk and Assurance.

Leanne is a co-opted member of the Group Board and a Director on the board of Pobl Development Limited, Arloes Limited and Tarbed Limited.



**Executive Director**  
- Property & Investment

### Neil Barber

Neil has been a Chartered Surveyor for nearly 30 years, playing a key role in a team which has consistently delivered the largest RSL development and sales programme in Wales. The Property and Investment Team brings together Pobl's development activity with the asset management of our existing homes, and management of our office accommodation.

Neil chairs Pobl Development Limited, Arloes Limited and Tarbed Limited.



**Executive Director**  
- Technology, Data & Programmes

### Andrea Gale

With over 30 years' experience in the sector, Andrea's background is in organisational change, technology and data, having led a number of mergers in the Welsh housing sector. Andrea previously held the position of Director Digital & Business Change in Linc, overseeing the organisation's modernisation programme.

Andrea was appointed Executive Director of Technology, Data and Programmes for Pobl Group in February 2024.

# Risk Management

Effective risk management is a fundamental part of our business and supports us in delivering our strategic objectives.

The Group Board has overall responsibility for risk management and sets the Group’s tolerance to risk through analysis of its risk appetite. It is actively involved in managing key risks, including:

- Impact of cost of living crisis on our customers
- Pressure on contractors
- WHQS compliance
- Property compliance

Our Risk Management Framework, which provides a structured approach to managing risk across the business, is centred on the “three lines of defence” model. This is embedded in our working practices, enabling our senior leadership team to manage operational risks. These are captured in the operational risk registers, which are reviewed regularly and escalated to the strategic risk register where appropriate, including assessment of risk areas such as: colleague retention and wellbeing; compliance; sustainability and climate change risks; and finance and budget pressures.



# Key Strategic Risks

PRINCIPLE RISK AREA AND DRIVERS	CURRENT AND PLANNED MITIGATION
<p><b>Impact of Cost-of-Living crisis on customers.</b> Increased rent arrears and bad debt due to the financial pressures on customers. These stem from the cost-of-living crisis, the impact of welfare reform, increased fuel, food and energy costs. Such increases would put additional strain on our resources and impact our ability to meet budget.</p>	<ul style="list-style-type: none"> <li>• Hardship fund and Sustainable Tenancies Grant</li> <li>• Automated Universal Credit (UC) income</li> <li>• Early application for UC Alternative Payment Arrangements (APAs)</li> <li>• Targeted Advice and Support provision for top 50 arrears accounts</li> <li>• Arrears KPI Performance reporting</li> <li>• Affordable Rent Policy</li> </ul>
<p><b>Pressure on Contractors</b> Inflationary pressures, wider economic factors, increased complexity and delays in the development and build processes have put considerable financial pressures on contractors in recent years. Whilst inflationary pressures have eased the ongoing risks could cause contractors to become overstretched, which may impact the quality of our developments or our ability to deliver on time or to budget, impacting Welsh Government housing targets.</p>	<ul style="list-style-type: none"> <li>• Contractor Monitoring Group</li> <li>• Performance Bonds</li> <li>• Building Control visits</li> <li>• Contingency in handover and budget forecast</li> <li>• Viability assessment</li> <li>• Performance Data</li> <li>• Programme and Cash Flow monitoring</li> </ul>
<p><b>WHQS Compliance</b> Pressure on budgets could restrict our ability to invest in WHQS works whilst the level of funding support from WG is still to be clarified. There are also timing challenges of coordinating the component replacements required under WHQS 23 with WG's decarbonisation aspirations.</p>	<ul style="list-style-type: none"> <li>• Increased capital investment</li> <li>• WHQS Compliance Policy approved Jan 2025</li> <li>• Performance Data</li> <li>• Monthly Exec review</li> <li>• Asset Management Transformation Strategy</li> </ul>
<p><b>Property Compliance</b> Failure to meet regulatory compliance targets across six key areas, including Gas; Electrical; Fire; Legionella; Asbestos, and Lifting Operations and Lifting Equipment Regulations (LOLER).</p>	<ul style="list-style-type: none"> <li>• Weekly compliance monitoring reports</li> <li>• Performance reporting (monthly)</li> <li>• Risk reporting (quarterly)</li> <li>• WG Business Continuity Survey</li> <li>• Control of Contractors Procedure</li> </ul>

# Report of the Audit & Risk Committee

The Audit and Risk Committee is a key element of the Group's governance structure, overseeing and monitoring the effectiveness of our approach to risk, internal and external audit activity, controls and assurance.

## Assurance Team

Our dedicated Assurance team carries out a cyclical programme of continuous audit testing across the Group's critical business processes and controls. The team understands the business in detail and is able to probe the underlying data sources, working closely with associated teams to ensure that no stone goes unturned. The Committee sets the priorities and scope of work for the Assurance team and receives reports directly from the team.

## Risk Management

Pobl's Risk Management Framework provides a structured approach to managing risk across the business. Strategic risks are discussed at each Executive meeting and reported to the Board quarterly, with devolved responsibility for oversight of those risks sitting with the Audit & Risk Committee. All operational risks are reviewed quarterly with risk owners. Monthly performance reports are presented to the Board showing key performance indicators and trend analysis, which informs decision-making around risk.

## Independent Internal Auditors

Forvis Mazars has provided independent internal audit services to Pobl since April 2024, and bring specialist, technical and cross-industry expertise. We have a three-year rolling, risk-based, independent internal audit plan, covering a range of financial and operational thematic reviews, which is overseen and approved by the Committee.

At each Committee meeting reports are presented, summarising the findings of internal audit work completed during the period. Where recommendations are identified, management responses are recorded and submitted to the Committee for approval, with regular updates on the status of recommendations.

## External Independent Audit

KPMG was reappointed as our external auditor in January 2025, following a competitive tender exercise. The current audit partner, Jonathan Brown, first signed the audit report as Senior Statutory Auditor for the year ended 31 March 2021. The Committee reviews the audit plan each year, considering its scope and audit approach. The Committee reviews reports from KPMG following each significant element of audit work and meets with the auditors at least once annually without any management present (in camera).

## The work of the Committee

The Committee is chaired by Michael Jones, an experienced former Chief Risk Officer, with three independent non-executive directors from the Group Board, plus an independent committee member with specialist finance and risk management experience.

The Committee meets at least four times each year, with an additional horizon-scanning session facilitated by our independent Internal Auditors. The Committee also hosts deep dives on key areas of focus.



**Michael Jones**  
Committee Chair

	May 24	Sept 24	Oct 24	February 25
Assurance	<ul style="list-style-type: none"> <li>Draft Annual Report of the Audit &amp; Risk Committee</li> <li>Property Compliance</li> <li>Continuous audit testing report</li> <li>Gifts &amp; Hospitality Register</li> <li>Risk Framework</li> </ul>	<ul style="list-style-type: none"> <li>Annual Report of the Audit &amp; Risk Committee</li> <li>FCA Update</li> <li>Deep Dive – Cyber Security</li> </ul>	<ul style="list-style-type: none"> <li>Deep Dive – Decarbonisation</li> <li>Strategic Programmes Update – Excellence in Compliance</li> </ul>	<ul style="list-style-type: none"> <li>Assurance Framework</li> <li>Anti-fraud, Bribery &amp; Corruption Policy</li> <li>Gifts &amp; Hospitality Policy</li> <li>Deep Dive – Data &amp; Systems Integrity</li> <li>Cyber Assessment Framework</li> <li>Information Governance Group quarterly report</li> </ul>
Risk Management	<ul style="list-style-type: none"> <li>Insurance Strategy &amp; Renewal</li> <li>Review of Strategic Risks</li> <li>Risk Register</li> </ul>	<ul style="list-style-type: none"> <li>Strategic Risk Register</li> </ul>	<ul style="list-style-type: none"> <li>Strategic Risk Register</li> <li>Cyber Insurance update</li> <li>Update on GDPR Compliance</li> </ul>	<ul style="list-style-type: none"> <li>Strategic Risk Register</li> </ul>
Internal Audit	<ul style="list-style-type: none"> <li>Internal Audit Plan 24/25</li> <li>In camera session with Internal Auditors</li> <li>Progress on Audit Recommendations</li> </ul>	<ul style="list-style-type: none"> <li>Annual Internal Audit Report</li> <li>Internal Controls Assurance Statement</li> <li>Updated Internal Audit Plan 24/25</li> <li>Progress on Audit Recommendations</li> </ul>	<ul style="list-style-type: none"> <li>Progress on Audit Recommendations</li> </ul>	<ul style="list-style-type: none"> <li>Internal Audit Plan 25/26</li> <li>Legionella Audit report</li> <li>Progress on Audit Recommendations</li> </ul>
External Audit	<ul style="list-style-type: none"> <li>Year End Audit Update report</li> </ul>	<ul style="list-style-type: none"> <li>Pobl Annual Report</li> <li>Pobl External Audit Completion Report &amp; Letter of Representation</li> <li>Linc Annual Report</li> <li>Linc External Audit Completion Report &amp; Letter of Representation</li> </ul>	<ul style="list-style-type: none"> <li>Year End Lessons Learnt</li> </ul>	<ul style="list-style-type: none"> <li>Accounting Policies update</li> <li>Year End Planning – Audit Strategy Memorandum</li> </ul>

# Statement of Board Responsibility

**The Board is responsible for preparing the Board's Report and the financial statements in accordance with applicable law and regulations.**

Co-operative and Community Benefit Society law requires the Board to prepare financial statements for each financial year. Under those regulations the Board have elected to prepare the financial statements in accordance with UK Accounting Standards, including FRS 102 *The Financial Reporting Standard applicable in the UK and Republic of Ireland*. The financial statements are required by law to give a true and fair view of the state of affairs of the Group and the Association and of the income and expenditure of the Group and the Association for that period.

In preparing each of the Group and the Association financial statements, the Board is required to:

- select suitable accounting policies and then apply them consistently;
- make judgements and estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards and the Statement of Recommended Practice have been followed, subject to any material departures disclosed and explained in the financial statements;
- assess the Group's and the Association's ability to continue as a going concern, disclosing, as applicable, matters related to going concern; and
- use the going concern basis of accounting unless it either intends to liquidate the Group or the Association or to cease operations, or has no realistic alternative but to do so.

The Board is responsible for keeping proper books of account that disclose with reasonable accuracy at any time the financial position of the Association and enable them to ensure that its financial statements comply with the Co-operative and Community Benefit Societies Act 2014, Schedule 1 to the Housing Act 1996 and the Accounting Requirements for Registered Social Landlords General Determination (Wales) 2015. It is responsible for such internal control as it determines is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error, and has general responsibility for taking such steps as are reasonably open to it to safeguard the assets of the Association and to prevent and detect fraud and other irregularities.

The Board is responsible for the maintenance and integrity of the corporate and financial information included on the Association's website. Legislation in the UK governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

## Statement of Internal Control

**The Welsh Government requires Registered Social Landlords to report on internal controls in accordance with the Housing Association Circular 02/10- 'Internal Controls and Reporting'.**

The Board acknowledges its responsibility for the system of internal control, and has taken measures which will provide reasonable, but not absolute assurance against material misstatement or loss. The Board employs experienced and suitably qualified staff to administer the systems and controls and take responsibility for important business functions.

The Board operates to clearly defined Financial Regulations and Standing Orders. It ensures that formal policies, procedures and levels of delegated authority are in place, and requires financial plans and management accounts to be laid before it for regular review. An explanation for any departure from these plans is required together with a proposal for appropriate corrective action.

The Board considers risk in the development of policies; it has also assessed risk in relation to its reserves policy and formulation of internal audit plans. The risk management framework extends into non-financial areas.

The Group has in place an internal audit framework and rolling three-year audit plan that is regularly reviewed and risk based linked to the strategic risk map. It is supported by continuous audit testing and is reflective of the current operating circumstances across the Group.

Internal audit reports are received directly by the Audit & Risk Committee and contain recommendations from internal auditors on the operation of internal control. Both internal and external audit reports are considered by the Audit & Risk Committee with progress reports supplied to the Committee until all corrective action has been completed.

The Group has in place business continuity plans that are tested and evaluated on a regular basis, with lessons learnt fed back to the Group. The Group also undertakes regular self-evaluation to ensure the outcomes being achieved by the Group are in line with performance and regulatory expectations.

Through the above mechanisms, the Board has reviewed the effectiveness of internal control within the accounting year and to the date of the signing of the financial statements.

In November 2023, the Group was subject to a cyber-attack leading to a period where access to certain systems was limited. In accordance with its obligations under UK GDPR, the company reported the cyber-attack to the Information Commissioner's Office (ICO) within 72 hours. We were in regular contact with the ICO in response to requests for further information and updates on progress. The ICO confirmed on 19 April 2024 that it did not intend to take any formal regulatory

action against the Group in relation to the cyber-attack. The company also reported the cyber- attack to the FCA as well as the police and Welsh Government, for their information.

Technical experts in the fields of data and system recovery were quickly engaged to support us with the reinstatement of our systems and processes whilst regularly keeping our Board, auditors and colleagues updated on progress. By January 2024, we had reinstated the majority of our systems and had taken the opportunity to ‘recover forward’ where possible. We received the advice and support of solicitors with expertise in this area of law to ensure that we continued to meet our legal and regulatory obligations.

We worked alongside our expert partners to confirm the precise combinations of data exfiltrated from our systems in the attack to identify any combinations of data relating to an individual which could present a high risk. Following that exercise and subject to the advice of our solicitors, in January 2025 the Group notified any individuals deemed to be at “high risk” in line with our obligations under the UK GDPR. To date, the Group has not received any claim from any individual who was so notified.

# Approval of Strategic and Directors Report

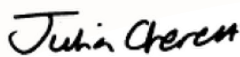
## Disclosure of Information to Auditors

The Board confirm that, as far as each person who was a member at the date of approval of these financial statements is aware, there is no relevant audit information of which the Association's auditor is unaware. The Board also confirms that it has taken all of the steps that it ought to have taken to make itself aware of any relevant information, and to establish that the auditor is aware of that information.

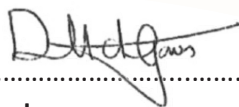
## Directors Indemnity Insurance

Appropriate directors' and officers' liability insurance is in place in respect of all of the Association's directors.

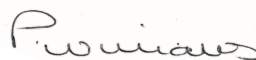
Approved by the Board on 24 July 2025 and signed on its behalf by:



.....  
**Julia Cherrett**  
 Chair of the Board



.....  
**Mike Jones**  
 Board Member



.....  
**Paula Williams**  
 Company Secretary

# Independent Auditor's Report

## Opinion

We have audited the financial statements of Pobl Group Limited (“the Association”) for the year ended 31 March 2025 which comprise the Group and Parent Association’s Statement of Financial Position, the Group and Parent Association’s Statement of Comprehensive Income, the Group and Parent Association’s Statements of Changes in Equity, the Group and Association’s Cash Flow Statements and related notes, including the accounting policies in note 1.

In our opinion the financial statements:

- give a true and fair view, in accordance with UK accounting standards, including FRS 102 *The Financial Reporting Standard applicable in the UK and Republic of Ireland*, of the state of affairs of the Group and the Association as at 31 March 2025 and of the income and expenditure of the Group and the Association for the year then ended;
- comply with the requirements of the Co-operative and Community Benefit Societies Act 2014; and
- have been prepared in accordance with Schedule 1 to the Housing Act 1996 and the Accounting Requirements for Registered Social Landlords General Determination (Wales) 2015.

## Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (“ISAs (UK)”) and applicable law. Our responsibilities are described below. We have fulfilled our ethical responsibilities under, and are independent of the Group in accordance with, UK ethical requirements including the FRC Ethical Standard. We believe that the audit evidence we have obtained is a sufficient and appropriate basis for our opinion.

## Going Concern

The Association’s Board has prepared the financial statements on the going concern basis as they do not intend to liquidate the Group or the Association or to cease their operations, and as they have concluded that the Group’s and the Association’s financial position means that this is realistic. They have also concluded that there are no material uncertainties that could have cast significant doubt over their ability to continue as a going concern for at least a year from the date of approval of the financial statements (“the going concern period”).

In our evaluation of the Board’s conclusions, we considered the inherent risks to the Group’s business model and analysed how those risks might affect the Group’s and the Association’s financial resources or ability to continue operations over the going concern period.

Our conclusions based on this work:

- we consider that the Board’s use of the going concern basis of accounting in the preparation of the financial statements is appropriate; and
- we have not identified, and concur with the Board’s assessment that there is not, a material uncertainty related to events or conditions that, individually or collectively, may cast significant doubt on the Group’s or the Association’s ability to continue as a going concern for the going concern period.

However, as we cannot predict all future events or conditions and as subsequent events may result in outcomes that are inconsistent with judgements that were reasonable at the time they were made, the above conclusions are not a guarantee that the Group or the Association will continue in operation.

### **Fraud and breaches of laws and regulations – ability to detect**

*Identifying and responding to risks of material misstatement due to fraud.*

To identify risks of material misstatement due to fraud (“fraud risks”) we assessed events or conditions that could indicate an incentive or pressure to commit fraud or provide an opportunity to commit fraud. Our risk assessment procedures included:

- Enquiring of directors, the audit and risk committee, internal audit and inspection of policy documentation as to the Association’s high-level policies and procedures to prevent and detect fraud, including the internal audit function, and the Association’s channel for “whistleblowing”, as well as whether they have knowledge of any actual, suspected or alleged fraud.
- Reading Board and audit and risk committee minutes.
- Using analytical procedures to identify any unusual or unexpected relationships.
- Obtaining a copy of the Association’s risk register

We communicated identified fraud risks throughout the audit team and remained alert to any indications of fraud throughout the audit.

As required by auditing standards, we perform procedures to address the risk of management override of controls, in particular the risk that management may be in a position to make inappropriate accounting entries. On this audit we do not believe there is a fraud risk related to revenue recognition because of the simple nature of revenue streams generated within the Association.

We did not identify any additional fraud risks.

In determining the audit procedures we took into account the results of our evaluation of some of the Association-wide fraud risk management controls.

We performed procedures including:

- Identifying journal entries and other adjustments to test based on risk criteria and comparing the identified entries to supporting documentation. These included those posted to unusual accounts including unusual account combinations for journals posted that are posted to both revenue and cash.
- Assessing whether the judgements made in making accounting estimates are indicative of a potential bias.

*Identifying and responding to risks of material misstatement related to compliance with laws and regulations.*

We identified areas of laws and regulations that could reasonably be expected to have a material effect on the financial statements from our general commercial and sector experience and through discussion with the directors and other management (as required by auditing standards), and from inspection of the Association's regulatory and legal correspondence and discussed with the directors and other management the policies and procedures regarding compliance with laws and regulations.

We communicated identified laws and regulations throughout our team and remained alert to any indications of non-compliance throughout the audit.

The potential effect of these laws and regulations on the financial statements varies considerably.

Firstly, the Association is subject to laws and regulations that directly affect the financial statements including financial reporting legislation (including related companies legislation, taxation legislation, pensions legislation, the requirements imposed by the Welsh Government and the Co-operative and Community Benefit Societies Act), and we assessed the extent of compliance with these laws and regulations as part of our procedures on the related financial statement items.

Secondly, the Association is subject to many other laws and regulations where the consequences of non-compliance could have a material effect on amounts or disclosures in the financial statements, for instance through the imposition of fines or litigation. We identified the following areas as those most likely to have such an effect: health and safety, data protection laws, anti-bribery and employment law recognising the nature of the Association's activities. Auditing standards limit the required audit procedures to identify non-compliance with these laws and regulations to enquiry of the directors and other management and inspection of regulatory and legal correspondence, if any. Therefore if a breach of operational regulations is not disclosed to us or evident from relevant correspondence, an audit will not detect that breach.

*Context of the ability of the audit to detect fraud or breaches of law or regulation.*

Owing to the inherent limitations of an audit, there is an unavoidable risk that we may not have detected some material misstatements in the financial statements, even though we have properly

planned and performed our audit in accordance with auditing standards. For example, the further removed non-compliance with laws and regulations is from the events and transactions reflected in the financial statements, the less likely the inherently limited procedures required by auditing standards would identify it.

In addition, as with any audit, there remained a higher risk of non-detection of fraud, as these may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal controls. Our audit procedures are designed to detect material misstatement. We are not responsible for preventing non-compliance or fraud and cannot be expected to detect non-compliance with all laws and regulations.

### Other information

The Association's Board is responsible for the other information, which comprises the Board's Annual Report and the Statement on Internal Control. Our opinion on the financial statements does not cover the other information and, accordingly, we do not express an audit opinion or any form of assurance conclusion thereon.

Our responsibility is to read the other information and, in doing so, consider whether, based on our financial statements audit work, the information therein is materially misstated or inconsistent with the financial statements or our audit knowledge. Based solely on that work, we have not identified material misstatements in the other information.

In our opinion the Statement on Internal Controls on page 61:

- Provides the disclosures required by the Housing Association Circular 02/10 *Internal Controls and Reporting*; and
- is not materially inconsistent with the information which we have been made aware of from our audit work on the financial statements.

We have nothing to report in these respects.

### Matters on which we are required to report by exception

Under the Co-operative and Community Benefit Societies Act 2014 we are required to report to you if, in our opinion:

- the Association has not kept proper books of account; or
- the Association has not maintained a satisfactory system of control over its transactions; or
- the financial statements are not in agreement with the Association's books of account; or
- we have not received all the information and explanations we need for our audit.

We have nothing to report in these respects.

## Board's responsibilities

As explained more fully in their statement set out on page 60, the Association's Board is responsible for: the preparation of financial statements which give a true and fair view; such internal control as it determines is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error; assessing the Group and the Association's ability to continue as a going concern, disclosing, as applicable, matters related to going concern; and using the going concern basis of accounting unless it either intends to liquidate the Group or the Association or to cease operations, or has no realistic alternative but to do so.

## Auditor's responsibilities

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue our opinion in an auditor's report. Reasonable assurance is a high level of assurance, but does not guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of the financial statements.

A fuller description of our responsibilities is provided on the FRC's website at [www.frc.org.uk/auditorsresponsibilities](http://www.frc.org.uk/auditorsresponsibilities).

## The purpose of our audit work and to whom we owe our responsibilities

This report is made solely to the Association in accordance with section 87 of the Co-operative and Community Benefit Societies Act 2014 and Schedule 1 to the Housing Act 1996. Our audit work has been undertaken so that we might state to the Association those matters we are required to state to it in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the Association, for our audit work, for this report, or for the opinions we have formed.



**Jonathan Brown (Senior Statutory Auditor)**

**For and on behalf of KPMG LLP, Statutory Auditor**

*Chartered Accountants*

3 Assembly Square

Britannia Quay

Cardiff CF10 4AX

19 September 2025.



**Financial Statements  
2025**

# Statement of Comprehensive Income

for the year ended 31 March 2025

	Notes	Group		Company	
		2025 £'000	2024 Restated £'000	2025 £'000	2024 £'000
Turnover	3.1	257,908	242,798	20,539	19,369
Operating costs		(221,275)	(208,063)	(20,738)	(20,496)
Revaluation of investment properties	14	-	(905)	-	-
Surplus/(deficit) on disposal of fixed assets	6	5,156	(299)	-	(20)
Surplus on Homebuy redemption	7	379	649	-	-
<b>Operating surplus</b>	8	<b>42,168</b>	<b>34,180</b>	<b>(199)</b>	<b>(1,147)</b>
Share of result of joint venture		(101)	(116)	-	-
<b>Surplus before interest and taxation</b>		<b>42,067</b>	<b>34,064</b>	<b>(199)</b>	<b>(1,147)</b>
Interest receivable and similar income	9	3,880	4,947	175	230
Interest payable and similar charges	10	(34,729)	(33,033)	(984)	(879)
<b>Surplus before tax</b>		<b>11,218</b>	<b>5,978</b>	<b>(1,008)</b>	<b>(1,796)</b>
Taxation	11	(15)	(66)	-	-
<b>Total surplus for the year</b>		<b>11,203</b>	<b>5,912</b>	<b>(1,008)</b>	<b>(1,796)</b>
<b>Other comprehensive income:</b>					
Gain on contract asset		256	239	-	-
Actuarial gain/(loss) on defined benefit pension schemes	26	2,888	(7,096)	1,551	(2,866)
<b>Total comprehensive income/(loss) for the year</b>		<b>14,347</b>	<b>(945)</b>	<b>543</b>	<b>(4,662)</b>

All operations are continuing, with the exception of discontinued nursing home activities, which represented turnover £9,041k (2024: £13,948k), operating costs £8,309k (2024: £15,050k) and surplus on disposal of fixed assets £4,942k (2024: £nil).

The 2024 comparatives have been restated following the merger with Linc-Cymru Housing Association Limited. Further detail is included in note 33.

The notes on pages 75 to 114 form part of these financial statements.

Julia Cherrett  
Chair of the Board

Mike Jones  
Board Director

Paula Williams  
Company Secretary

# Statement of Financial Position

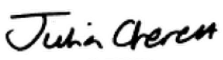
for the year ended 31 March 2025

	Notes	Group		Company	
		2025 £'000	2024 Restated £'000	2025 £'000	2024 £'000
Housing properties	12	1,707,925	1,548,729	-	-
Other fixed assets	13	13,670	15,260	1,145	885
Investment properties	14	35,453	35,453	1,006	1,006
Intangible fixed assets	15	553	1,076	-	37
		<b>1,757,601</b>	<b>1,600,518</b>	<b>2,151</b>	<b>1,928</b>
<b>Investments</b>					
Homebuy and LCHO loans receivable	16	15,594	15,578	-	-
Other investments	17	13,445	13,546	15,820	16,735
		29,039	29,124	15,820	16,735
<b>Total fixed assets</b>		<b>1,786,640</b>	<b>1,629,642</b>	<b>17,971</b>	<b>18,663</b>
<b>Current assets</b>					
Stock	18	59,479	61,268	-	-
Debtors: amounts falling due within one year	19	43,770	46,235	8,229	6,608
Debtors: amounts falling due after more than one year	20	93,347	102,076	460	460
Cash and cash equivalents		52,853	80,707	(69)	250
		<b>249,449</b>	<b>290,286</b>	<b>8,620</b>	<b>7,318</b>
<b>Creditors amounts falling due within one year</b>	21	(169,057)	(172,233)	(18,150)	(14,439)
<b>Net current assets/(liabilities)</b>		<b>80,392</b>	<b>118,053</b>	<b>(9,530)</b>	<b>(7,121)</b>
<b>Total assets less current liabilities</b>		<b>1,867,032</b>	<b>1,747,695</b>	<b>8,441</b>	<b>11,542</b>
Creditors: amounts falling due after more than one year	22	(1,473,960)	(1,361,243)	(9,587)	(9,861)
Provisions	26	(12,830)	(20,557)	(5,629)	(8,999)
		<b>(1,486,790)</b>	<b>(1,381,800)</b>	<b>(15,216)</b>	<b>(18,860)</b>
<b>Net assets/(liabilities)</b>		<b>380,242</b>	<b>365,895</b>	<b>(6,775)</b>	<b>(7,318)</b>
<b>Capital and reserves</b>					
Revenue reserves		<b>380,242</b>	<b>365,895</b>	<b>(6,775)</b>	<b>(7,318)</b>

Registration number: 29682R

The notes on pages 75 to 114 form part of these financial statements.

These financial statements were approved by the Board on 24<sup>th</sup> July 2025 and were signed on its behalf by:

  
 .....  
 Julia Cherrett  
 Chair of the Board

  
 .....  
 Mike Jones  
 Board Director

  
 .....  
 Paula Williams  
 Company Secretary

# Statement of Changes in Equity

for the year ended 31 March 2025

Group	Revenue Reserve £'000
At 1 April 2023 restated	<b>366,840</b>
Surplus for the year	5,912
Other comprehensive loss	(6,857)
	<hr/>
At 31 March 2024 restated	<b>365,895</b>
Surplus for the year	11,203
Other comprehensive income	3,144
	<hr/>
At 31 March 2025	<b>380,242</b>
	<hr/>

Company	Revenue Reserve £'000
At 1 April 2023	<b>(2,656)</b>
Deficit for the year	(1,796)
Other comprehensive loss	(2,866)
	<hr/>
At 31 March 2024	<b>(7,318)</b>
Deficit for the year	(1,008)
Other comprehensive income	1,551
	<hr/>
At 31 March 2025	<b>(6,775)</b>
	<hr/>

The 2023 and 2024 Group reserves have been restated following the merger with Linc-Cymru Housing Association Limited. Further detail is included in note 33.

# Statement of Consolidated Cash Flow

for the year ended 31 March 2025

	Notes	2025 £'000	Group 2024 Restated £'000
<b>Net cash flow from operating activities</b>	32	<b>49,331</b>	<b>52,834</b>
<b>Investing activities</b>			
Interest received		3,880	4,947
Payments to acquire property, plant and equipment		(193,198)	(134,943)
Proceeds from the sales of property, plant and equipment		20,933	6,766
Receipts from Homebuy loans		951	951
New Homebuy loans	16	(709)	(245)
Receipts of government grants		67,487	82,315
Repayment of government grant		(1,926)	(1,551)
<b>Net cash flow from investing activities</b>		<b>(102,582)</b>	<b>(41,760)</b>
<b>Financing activities</b>			
Interest paid		(37,745)	(36,314)
Draw-down of loan facilities		95,206	78,925
Repayment of loan facilities		(32,064)	(17,489)
<b>Net cash flow from financing activities</b>		<b>25,397</b>	<b>25,122</b>
Increase/(decrease) in cash and cash equivalents		(27,854)	36,196
<b>Cash and cash equivalents at the beginning of the year</b>		<b>80,707</b>	<b>44,511</b>
<b>Cash and cash equivalents at the end of the year</b>		<b>52,853</b>	<b>80,707</b>

The cash balance includes an amount of £11m (2024: £10m) that is not available for use by the Group as it relates to restricted accounts held in respect of PFI contracts.

The 2024 comparatives have been restated following the merger with Linc-Cymru Housing Association Limited. Further detail is included in Note 33..

## Analysis of Changes in Net Debt

	Notes	1 April 2024 £'000	Cash flows £'000	Non-cash changes £'000	31 March 2025 £'000
Cash		80,707	(27,854)	-	52,853
Loans due < 1 year	23	(100,972)	-	(1,564)	(102,536)
Loans due > 1 year	23	(636,223)	(63,142)	1,057	(698,308)
		<b>(656,488)</b>	<b>(90,996)</b>	<b>(507)</b>	<b>(747,991)</b>

## Free Cash Disclosure

for the year ended 31 March 2025

	Notes	Group	
		2025 £'000	2024 £'000
<b>Cash flow from operating activities</b>			
Operating cash flow		49,331	52,834
Interest paid		(37,745)	(36,314)
Interest received		3,880	4,947
<b>Adjustments for re-investment in existing properties</b>			
Disposal proceeds		20,933	6,766
Component replacements	12	(37,815)	(22,311)
Free cash consumed before loan repayments		(1,416)	5,922
Loans repaid (excluding revolving and credit overdrafts)		(18,064)	(17,489)
<b>Free cash consumed after loan repayments</b>		<b>(19,480)</b>	<b>(11,567)</b>

Free cash shows the level of cash generated, or consumed, by the existing portfolio of properties - it is the cash left over after meeting all expenditure required to run operations on a daily basis, including loan interest, and before loan repayments, investment in new homes and related grant receipts.

# Notes to the Financial Statements

for the year ended 31 March 2025

## 1. Accounting Policies

### 1.1 General Information

Pobl Group Limited is a Co-operative and Community Benefit Society incorporated in Wales. Its registered office address is disclosed in Note 33.

Pobl Group Limited is incorporated under the Co-operative and Community Benefit Societies Act 2014 and is registered with the Welsh Government. The Directors consider that Pobl Group Limited is a Public Benefit Entity as defined by FRS 102, and it applies the relevant paragraphs prefixed 'PBE' in FRS102. A Public Benefit Entity is an entity whose primary objective is to provide goods or services for the general public, community or social benefits and where any equity is provided with a view to supporting the entity's primary objectives rather than with a view to producing a financial return to equity providers, shareholders or members.

### 1.2 Statement of Compliance

The financial statements have been prepared in accordance with Financial Reporting Standard 102 ("FRS 102") (updated December 2018) as it applies to the financial statements of the Group and Company for the year ended 31 March 2025. The financial statements comply with the Statement of Recommended Practice for social housing providers 2018 (the "Housing SORP 2018") and The Accounting Requirements for Registered Social Landlords General Determination (Wales) 2015.

FRS 102 allows a qualifying entity certain disclosure exemptions, subject to certain conditions, which have been complied with, including notification of and no objection to, the use of exemptions by the Company's shareholders. Note 36 provides details of the subsidiary companies that are included in the consolidated Group.

# Notes to the Financial Statements

for the year ended 31 March 2025

## 1.3 Summary of significant accounting policies

The principal accounting policies applied in the preparation of these consolidated and company financial statements are set out below. These policies have been consistently applied to all the years presented, unless otherwise stated.

### Basis of preparation

These consolidated and company financial statements are prepared on a going concern basis, under the historical cost convention, in accordance with FRS 102, the Financial Reporting Standard applicable in the UK and Ireland ('FRS 102') and comply with the Statement of Recommended Practice for Registered Social Housing Providers 2018 (the 'SORP 2018'), the Housing and Regeneration Act 2008 and the Accounting Requirements for Registered Social Landlords General Determination (Wales) 2015.

On 1st April 2024, Pobl Group Limited merged with Linc Cymru Housing Association Limited, a registered social landlord with similar activities. These financial statements have been prepared on a consolidated basis in line with the principles laid out in FRS102. The comparative amounts have been restated by including the results for the two combining companies for the previous accounting period and their statement of financial positions for the previous reporting date. The comparative figures are marked as 'restated' figures. Further details are given in note 33.

The preparation of financial statements requires the use of certain critical accounting estimates. It also requires management to exercise its judgement in the process of applying the Group and Company accounting policies. The areas involving a higher degree of judgement or complexity, or areas where assumptions and estimates are significant to the financial statements, are disclosed in note 2.

### Going concern

The financial statements have been prepared on a going concern basis which the directors consider to be appropriate for the following reasons.

The Group prepares a 30-year business plan which is updated and approved on an annual basis. The most recent business plan was approved in August 2025 by the Board. As well as considering the impact of a number of scenarios on the business plan the Board also adopted a stress testing framework against the base plan. The stress testing impacts were measured against loan covenants and peak borrowing levels

compared to agreed facilities, with potential mitigating actions identified to reduce expenditure.

The Board, after reviewing the Group and Association budgets for 2025 and the Group's medium-term financial position as detailed in the 30-year business plan, is of the opinion that, taking account of severe but plausible downsides, the Group and Association have adequate resources to continue to meet their liabilities over the period of 12 months from the date of approval of the financial statements (the going concern assessment period).

In order to reach this conclusion, the Board has considered the following factors:

- ◆ The property market – budget and business plan scenarios have taken account of delays in handovers, lower numbers of property sales, reductions in sales values and potential conversion of market sale to social homes;
- ◆ Maintenance costs – budget and business plan scenarios have been modelled to take account of cost increases, the impact of delays to major works and sensitivities have been included to understand potential future costs around decarbonisation;
- ◆ Rent and service charge receivable – arrears and bad debts have been increased to allow for customer difficulties in making payments and budget and business plan scenarios to take account of rent freezes and timing of living rent convergence;
- ◆ Liquidity – current available cash and unutilised loan facilities of £350m which gives significant headroom for committed expenditure and other forecast cash flows over the going concern assessment period;
- ◆ The group's ability to withstand other adverse scenarios such as higher interest rates and increases in the number of void properties.

The Board believes the Group and association have sufficient funding in place and expect the Group to be in compliance with its debt covenants even in severe, but plausible, downside scenarios.

Consequently, the Directors are confident that the Group and Association will have sufficient funds to continue to meet their liabilities as they fall due for at least 12 months from the date of approval of the financial statements and therefore have prepared the financial statements on a going concern basis.

# Notes to the Financial Statements

for the year ended 31 March 2025

## 1.3. Summary of significant accounting policies (continued)

### Basis of consolidation

The Group financial statements consolidate the financial statements of Pobl Group Limited and all its subsidiaries at 31 March each year.

Subsidiaries are consolidated from the date of acquisition. This is the date upon which the Group achieves control. This is defined as the power to govern the financial and operating policies of an entity so as to obtain benefits from its activities. Subsidiaries continue to be consolidated until the Group ceases to have control.

Where a subsidiary has different accounting policies to the Group, adjustments are made to those subsidiary financial statements to apply the Group's accounting policies when preparing the consolidated financial statements.

Entities in which the Group holds an interest that are jointly controlled by the Group and one or more other ventures under a contractual arrangement are treated as jointly controlled entities and accounted for using the equity method.

Entities other than subsidiary undertakings or joint ventures in which the Group has a participating interest and where the Group exerts significant influence are treated as associate companies and are accounted for using the equity method.

In the Company's financial statements, investments in associates, joint ventures and subsidiaries are accounted for at cost less impairment.

### Revenue recognition

Revenue is recognised to the extent that the Group or company obtains the right to consideration in exchange for its performance. Revenue is measured at the fair value of consideration received excluding discounts, rebates, VAT and other sales taxes or duty.

Where the consideration receivable in cash or cash equivalents is deferred and the arrangement constitutes a financing transaction, the fair value of consideration is measured as the present value of all future receipts using the imputed rate of interest.

Revenue represents rents and service charges receivable together with other related income including grants receivable in connection with the provision of supported housing.

Rental and service charge income is stated net of losses from voids.

Income in respect of services provided is recognised when the Group or company has fulfilled its contractual obligations.

### Investment properties

Properties held by the Group to earn rentals or for capital appreciation, rather than in the supply of social housing or for administration purposes, are treated as investment properties and measured at fair value. At each reporting date the changes in fair value are recognised in the Statement of Comprehensive Income.

### Property, plant and equipment – housing properties

Housing properties are held at cost less accumulated depreciation and any accumulated impairment losses. Cost includes the cost of acquiring land and buildings, interest capitalised during the development period, and development costs directly attributable to the construction of new housing properties during the development. Capitalisation ceases when substantially all the activities that are necessary to get the asset ready for use are complete.

Housing properties are split between the structure and those major components which require periodic replacement. Replacement or restoration of such major components is capitalised and depreciated over the estimated useful life of the component.

The assets' residual values and useful lives are reviewed, and adjusted, if appropriate, at the end of each reporting period. The effect of any change is accounted for retrospectively.

Housing properties in the course of construction are held at cost and are not depreciated. They are transferred to completed properties when handed over for letting or sale.

Donated land is treated as both a cost of land and grant received, valued at fair value at the time of the donation.

# Notes to the Financial Statements

for the year ended 31 March 2025

## 1.3. Summary of significant accounting policies (continued)

### Improvements to housing properties

Where there are improvements to housing properties that are expected to provide incremental future benefits, these are capitalised and added to the carrying amount of the property. Any works to housing properties which do not replace a component or result in an incremental future benefit are charged as expenditure in the Statement of Comprehensive Income.

### Property, plant and equipment – non-housing properties

Other non-housing property, plant & equipment is held at cost less accumulated depreciation and any accumulated impairment losses.

### Shared ownership properties

Shared ownership properties, including those under construction, are split between fixed assets and current assets. The split is determined by the percentage of the property to be sold under the first tranche disposal, which is shown on initial recognition as a current asset within Stock, with the remainder classified as a fixed asset within Property, plant and equipment.

Proceeds from first tranche disposals are accounted for as turnover, whereas subsequent staircasing sales are included in the calculation of profit or loss on disposal of property, plant and equipment.

### Depreciation

#### Shared Ownership

No depreciation is charged to shared ownership properties.

#### Housing property, plant & equipment

Depreciation is charged to write down the cost of housing properties to their estimated residual value, on a straight-line basis, over their estimated useful economic lives. The depreciable amount is assessed on an annual basis and is original cost less residual value. Component replacements are depreciated over their useful economic lives and depreciation commences in the year following commissioning of the asset. There is a minimum capitalisation threshold of £1,000.

Useful economic lives of components are as follows:

Kitchens	15-18 years
Boilers	15-20 years
Bathrooms	25-30 years
Windows/doors	35 years
Lifts	15-25 years
Roofs	50-75 years
Electrical works	25-30 years
Sprinklers	25-30 years
Solar panels	25-30 years
Solar batteries	10 years

Freehold Land is not depreciated. Housing property structure is depreciated over a useful economic life of 50-150 years.

### Non-housing property, plant & equipment

Depreciation is provided on all non-housing property, plant and equipment, other than investment properties and freehold land, at rates calculated to write off the cost or valuation, less estimated residual value, of each asset on a straight-line basis over its expected useful life, as follows:

Freehold office properties	25 years
Leasehold property	over term of the lease
Motor vehicles	2.5-4 years
Furniture and equipment	3-10 years
Office improvements	5 years
Computer equipment	4-5 years
Service chargeable assets (in line with income)	3-20 years

Depreciation on non-housing fixed assets is charged on a pro rata basis for the first and last year.

### Intangible assets – computer software

The Group's only intangible assets comprise computer software and associated costs. This is recognised at historic cost less accumulated amortisation and any provision for impairment. Computer software is amortised at rates calculated to write off the cost on a straight-line basis over the expected useful life which is usually five years.

Amortisation is charged to the Statement of Comprehensive Income.

# Notes to the Financial Statements

for the year ended 31 March 2025

## 1.3. Summary of significant accounting policies (continued)

### **Borrowing costs related to fixed assets**

Borrowing costs directly attributable to the acquisition, construction or production of qualifying assets, which are assets that necessarily take a substantial period of time to get ready for their intended use or sale, are added to the cost of those assets, until such time as the assets are substantially ready for their intended use or sale.

All other borrowing costs are recognised in the Statement of Comprehensive Income in the period to which they relate.

### **Stock**

Housing properties under the course of construction that are being developed for sale or first tranche shared ownership are treated as housing stock and presented within current assets.

### **Cash and cash equivalents**

Cash and cash equivalents in the balance sheet comprise cash at banks and in hand and short-term deposits with an original maturity date of three months or less. Bank overdrafts that are repayable on demand are included within cash and cash equivalents, otherwise they are shown within borrowings in current liabilities.

### **Financial Instruments**

The Company and Group has chosen to apply Sections 11 and 12 of FRS 102 in respect of financial instruments.

### **Financial assets carried at amortised cost**

Financial assets carried at amortised cost comprise rent arrears, trade and other receivables and cash and cash equivalents. Financial assets are initially recognised at transaction value plus directly attributable transaction costs. After initial recognition, they are measured at amortised cost using the effective interest method. Discounting is omitted where the effect of discounting is immaterial.

If there is objective evidence that there is an impairment loss, the amount of the loss is measured as the difference between the asset's carrying amount and the present value of estimated future cash flows discounted at the financial asset's original effective interest rate. The carrying amount of the asset is

reduced accordingly.

A financial asset is derecognised when the contractual rights to the cash flows expire, or when the financial asset and all substantial risks and reward are transferred.

If an arrangement constitutes a financing transaction, the financial asset is measured at the present value of the future payments discounted at a market rate of interest for a similar debt instrument.

### **Short term debtors and creditors**

Short term debtors and creditors with no stated interest rate receivable and payable within one year are recorded at transaction price. Any losses from impairment are recognised in the Statement of Comprehensive Income in other operating expenses.

### **Financial liabilities carried at amortised cost**

These financial liabilities include trade and other payables and interest-bearing loans and borrowings.

Non-current debt instruments which meet the necessary conditions in FRS 102, are initially recognised at transaction value adjusted for any directly attributable transaction cost and subsequently measured at amortised cost using the effective interest method, with interest-related charges recognised as an expense in finance costs in the Statement of Comprehensive Income. Discounting is omitted where the effect of discounting is immaterial.

A financial liability is derecognised only when the contractual obligation is extinguished, that is, when the obligation is discharged, cancelled or expires.

### **Assets received through non-exchange transactions**

Assets received through non-exchange transactions (donations and legacies) are included in the Statement of Financial Position at fair value if this exceeds the Group capitalisation threshold.

Income equivalent to the difference between any amounts paid or payable for the assets and the fair value are recognised in the Statement of Comprehensive Income as a donation when future performance related conditions are met.

# Notes to the Financial Statements

for the year ended 31 March 2025

## 1.3. Summary of significant accounting policies (continued)

### Assets received through non-exchange transactions (cont.)

Assets where the fair value cannot be reliably measured are not recognised in the Statement of Financial Position.

Where there are no future performance related conditions attached to the legacy or donation, the fair value of the asset is taken to income. When future performance related obligations apply the fair value of the assets received is only recognised in income when these are complied with.

Where revenue recognition criteria have not been complied with, the fair value of the asset is treated as deferred income.

Legacies are only recognised after probate, when receipt is probable.

### Government Grants

Government grants are defined in the SORP 2018 as “assistance by government in the form of a transfer of resources to the entity in return for past or future compliance with specified conditions relating to the operating activities of the entity”. Government means government, government agencies and similar bodies whether local, national or international.

Government grants are recognised when the Group or company has complied with the required conditions and there is certainty that the grant will be received. Government grants relating to housing properties held at cost are accounted for using the accrual model and are amortised over the useful life of the housing property structure and its individual components (excluding land) on a pro rata basis.

The unamortised portion of grants received is held in the Statement of Financial Position as deferred income. Where grant funded assets are disposed of and there is no requirement to repay the grant, the unamortised portion of the grant is released as income. Grants repayable are accounted for using management’s best estimate of the liability.

Revenue related grants are released to the Statement of Comprehensive Income over the period in which the related costs are recognised.

### Social Housing Grant (“SHG”)

For schemes developed with fixed SHG, the grant level is pre-determined and paid to the Group entity by the Welsh Government. These amounts are credited to the Group entity’s Social Housing Grant Account when received. Tranche payments received in advance of scheme expenditure being incurred are dealt with in creditors.

Welsh Government permits Social Landlords to retain and recycle SHG when the property it relates to is disposed. The SHG which is retained for recycling is available to fund replacement properties, other property related costs such as re-improvements, subject to Welsh Government approval.

The recycled grant is repayable to the Welsh Government if it is not utilised within three years and is shown as a long-term creditor, or as a short-term creditor if due in less than one year.

### Housing Finance Grant (“HFG”)

HFG is paid by the Welsh Government towards the costs of housing assets over a period of 30 years to subsidise the capital and interest costs for the provision of affordable housing. The net present value of the HFG receivable over the agreed payment term is recognised as a capital grant and a deferred debtor.

Upon receipt of the grant payments, the debtor decreases by the capital element and the difference between this and the amount of grant received is credited to surplus or deficit in the Statement of Comprehensive Income as a contribution towards the financing cost of that scheme. The discount rate used for the net present value calculations is the same rate that applies to the associated borrowing to fund the housing assets.

The capital element of HFG previously received is deemed to be repayable upon disposal of a related housing asset but can be recycled in the same way as SHG.

# Notes to the Financial Statements

for the year ended 31 March 2025

## 1.3. Summary of significant accounting policies (continued)

### Non-government grants

Grants received from non-government sources are accounted for using the performance model as follows:

- ◆ A grant which does not impose specified future performance requirements on the company is recognised as revenue when the proceeds are received or receivable;
- ◆ A grant which imposes specified future performance related conditions is recognised as revenue only when the performance related conditions are met; and
- ◆ A grant received before the revenue recognition criteria are satisfied is recognised as a liability.

### Interest-bearing loans and borrowings

All interest-bearing loans and borrowings which are basic financial instruments are measured initially at transaction value, including transaction costs, and are measured subsequently at amortised cost using the effective interest rate method.

### Leases

Leases are classified as finance leases whenever the terms of the lease transfer substantially all of the risks and rewards of ownership to the Group. All other leases are classified as operating leases.

Assets held under finance leases are recognised initially at fair value of the leased asset (or if lower the present value of the minimum lease payments) at the inception of the lease. The corresponding liability to the lessor is included in the Statement of Financial Position as a finance lease obligation. Lease payments are apportioned between finance charges and the reduction of the lease obligation so as to achieve a constant rate of return on the remaining balance of the liability. Finance charges are included in interest payable and similar charges in the Statement of Comprehensive Income. Assets held under finance leases are held in property, plant and equipment and are depreciated over the lesser of the lease term and the assets' useful economic life. They are assessed for impairment losses in the same way as owned assets.

Contingent rentals are recognised as an expense in the period in which they are incurred.

Lease payments under operating leases are charged to the Statement of Comprehensive Income on a

straight-line basis over the lease term.

Lease incentives are recognised over the lease term on a straight-line basis.

Transaction costs relating to assets acquired under finance leases are added to the value of the amount recognised as an asset. Where material, transaction costs relating to assets acquired under operating leases are recognised as an asset and amortised over the life of the lease.

### Provisions for liabilities

A provision is recognised when the Group or company has a legal or constructive obligation as a result of a past event, it is probable that an outflow of economic benefits will be required to settle the obligation and also that a reliable estimate can be made of the obligation.

The amount recognised as a provision is the best estimate of the consideration required to settle the obligation at the end of the reporting period, taking into account the risks and uncertainties surrounding the obligation.

Where the effect of the time value of money is material, the amount expected to be required to settle the obligations is recognised at present value using a pre-tax discount rate. The unwinding of the discount is recognised as a finance cost in the Statement of Comprehensive Income in the period in which it arises.

### Public benefit entity concessionary loans

Public benefit entity loans are loans made or received by a public benefit entity or a member of a public entity group at an interest rate below that prevailing in the market. They are not repayable on demand and are made to further the objectives of the public benefit entity or the public benefit entity parent.

Public benefit entity loans made or received by the Group are recognised in the Statement of Financial Position at the amount paid or received, together with accrued interest. Where a loan is irrecoverable, an impairment loss is recognised in Statement of Comprehensive Income.

In accordance with the Housing SORP 2018, HomeBuy loans are treated as public benefit entity loans.

# Notes to the Financial Statements

for the year ended 31 March 2025

## 1.3. Summary of significant accounting policies (continued)

### PFI and similar contracts

Under the PFI contract the underlying asset is not deemed to be an asset of the Company because the risk and rewards of ownership as set out are deemed to lie principally with the Universities. During the construction phase of the project, all attributable expenditure is included in contract receivables and turnover except interest as set out above. On becoming operational, the costs are transferred to the finance debtor.

During the operational phase a portion of income is allocated between interest receivable and the finance debtor using a project specific interest rate. The remainder of the PFI unitary charge income is included within turnover. The Company recognises income in respect of the services provided as it fulfils its contractual obligations in respect of those services and in line with the fair value of the consideration receivable in respect of those services.

Major maintenance costs are recognised on an incurred basis and the revenue receivable in respect of these services is recognised when these services are performed.

### Employee benefits

#### Short term benefits

Short term benefits, including holiday pay and other similar non-monetary benefits are recognised as an expense in the period in which the service is received.

### Defined benefit pension scheme

Defined benefit schemes are funded, with the assets of the scheme held separately from those of the Group, in separate trustee-administered funds. The entity's net liability recognised in the Statement of Financial Position in respect of the defined benefit schemes is calculated by estimating the amount of the future benefit that employees have earned in return for their service in the current and prior periods; that benefit is discounted to determine its present value. The fair value of the plan assets is then deducted from that retirement benefit obligation. Actuarial valuations of plan assets are obtained at least triennially and are updated at each Statement of Financial Position date.

Amounts charged to operating surplus (as part of staff costs) are the costs arising from employee services rendered during the period and the cost of plan

introductions, benefit changes, settlements and curtailments. The net interest cost on the net defined benefit liability is charged to revenue and included within finance costs.

Remeasurement of the net defined benefit liability/asset is recognised in Other Comprehensive Income in the period in which it occurs.

### Corporation Tax

The taxation expense for the period comprises current and deferred tax recognised in the reporting period. Current tax is the amount of Corporation Tax payable in respect of the taxable surplus for the year or prior years.

Deferred tax arises from timing differences that are differences between taxable profits and total comprehensive income as stated in the financial statements. These timing differences arise from the inclusion of income and expenses in tax assessments in periods different from those in which they are recognised in financial statements.

Deferred tax is recognised on all timing differences at the reporting date apart from certain exceptions. Unrelieved tax losses and other deferred tax assets are only recognised where it is probable that they will be recovered against the reversal of deferred tax liabilities or other future taxable profits.

Deferred tax is calculated on the basis of tax rates and laws that have been enacted or substantively enacted at the period end.

Gift Aid payments are made by Pobl Living Limited and Pobl Development Limited to other Group members to offset surpluses which would otherwise give rise to Corporation Tax becoming payable.

The receipt of Gift Aid is reflected within the income of the recipient company.

### Value Added Tax (VAT)

The Group is registered for VAT and charges VAT on some of its income and is able to recover part of the VAT it pays on expenditure. The financial statements include VAT on expenditure to the extent that it is not recoverable from HMRC. The balance of VAT payable or receivable at the end of the financial year is included as a current liability.

# Notes to the Financial Statements

for the year ended 31 March 2025

## 1.3. Summary of significant accounting policies (continued)

### Internal Rents

Across the Pobl Group, where properties are managed by one company but owned by another an internal rent is charged to reflect the costs incurred by the property owner. The internal charge is equivalent to rent and service chargeable costs charged to the external customer, in line with the Group's rent and service charge policy.

### Related Parties

The Group discloses transactions with related parties which are not wholly owned within the same Group. Where appropriate, transactions of a similar nature are aggregated unless, in the opinion of the Directors, separate disclosure is necessary to understand the effect of the transactions on the Group financial statements. All transactions with related parties are under standard terms.

### Restricted funds

Restricted funds are those which are only expendable with the wishes of the funders. These include funds raised in response to specific appeals.

## 2. Critical Accounting Judgements and Estimation Uncertainty

The preparation of the financial statements requires management to make judgements, estimates and assumptions that affect the amounts reported for assets and liabilities as at the balance sheet date and the amounts reported for income and expenditure during the year.

The Group based its estimates and assumptions on parameters available at the time the consolidated financial statements were prepared. Existing circumstances and assumptions about future developments may change due to market circumstances, legislation or other circumstances beyond the Group's control.

Such changes are reflected in the assumptions and estimates when they occur.

The following judgements and estimates have had the most significant effect on amounts recognised in the financial statements.

### Estimated useful lives of property, plant and equipment

At the date of capitalising tangible fixed assets, the Group estimates the useful life of the asset based upon management's judgement and experience. Due to the significance of capital investment to the Group, variances between actual and estimated economic lives could affect the Group's result positively or negatively.

### Components of housing properties and useful lives

Major components of housing properties have significantly different patterns of consumption of economic benefits and estimates are made to allocate the initial cost of the property to its major components and to depreciate each component separately over its useful economic life. The Group considers whether there are any indications that the useful lives require revision at each reporting date to ensure that they remain appropriate.

# Notes to the Financial Statements

for the year ended 31 March 2025

## 2. Critical Accounting Judgements and Estimation Uncertainty (continued)

### Impairment of social housing properties

Properties held for their social benefit are not held solely for the cash inflows they generate and are held for their service potential. An assessment is made at each reporting date as to whether an indicator of impairment exists. If such an indicator exists, an impairment assessment is carried out and an estimate of the recoverable amount of the asset is made. Where the carrying amount of the asset exceeds its recoverable amount, an impairment loss is recognised in surplus or deficit in the Statement of Comprehensive Income. The recoverable amount of an asset is the higher of its value in use and fair value less costs to sell. Where assets are held for their service potential, value in use is determined by the present value of the asset's remaining service potential plus the net amount expected to be received from its disposal. Depreciated replacement cost is taken as a suitable measurement model.

An impairment loss is reversed if the reasons for the impairment loss have ceased to apply and included in surplus or deficit in the Statement of Comprehensive Income.

### Impairment of non-financial assets

The Group have to make an assessment as to whether an indicator of impairment exists. In making the judgement, management considered the detailed criteria set out in the Housing SORP 2018.

### Provisions

The estimate of the amount of the provision corresponds to the expenditure likely to be incurred by the Group to settle its obligation. If a reliable estimate cannot be made of the amount of the obligation, no provision is recorded and the obligation is deemed to be a contingent liability.

Provision is made for rental and non-rental debt. Which is based on the debt type and the age of arrear. Management base the assumption on available data and make reasonable estimates on exposure to bad debt risk.

### Defined benefit pension scheme

The Group participates in the Pobl Pension Scheme and a Local Government pension scheme. Provisions in respect of defined benefit pension schemes are based upon calculations made by actuaries using assumptions in respect of mortality rates, discount rates, inflation rates, future salary costs and future pension costs. These assumptions may vary from actual outcomes.

### PFI contracts

The Group uses assumptions to model the future economic performance of PFI contracts over the contract life that may vary from actual performance. As the PFI contract income is protected by income guarantees, there is minimal risk to the value of these contracts from external factors.

# Notes to the Financial Statements

for the year ended 31 March 2025

## 3. Turnover, Operating Costs and Operating Surplus

### 3.1. Particulars of turnover, operation costs and operating surplus

Group	Year End 31 March 2025			Year End 31 March 2024 restated		
	Turnover	Operating costs	Operating Surplus/(deficit)	Turnover	Operating costs	Operating Surplus/(deficit)
	£'000	£'000	£'000	£'000	£'000	£'000
<b>Social Housing Lettings</b>						
General needs accommodation	112,927	(89,626)	23,301	103,711	(77,259)	26,452
Supported Housing accommodation	42,748	(37,344)	5,404	40,397	(35,938)	4,459
Shared ownership	2,490	(775)	1,715	2,007	(623)	1,384
Residential care home	10,061	(11,035)	(974)	8,724	(10,179)	(1,455)
Extra-care	2,130	(2,044)	86	3,573	(3,479)	94
	<b>170,356</b>	<b>(140,824)</b>	<b>29,532</b>	<b>158,412</b>	<b>(127,478)</b>	<b>30,934</b>
<b>Other Social Housing</b>						
Shared ownership first tranche sales	12,983	(12,594)	389	13,637	(12,220)	1,417
Revenue grants	4,219	-	4,219	1,509	-	1,509
	<b>17,202</b>	<b>(12,594)</b>	<b>4,608</b>	<b>15,146</b>	<b>(12,220)</b>	<b>2,926</b>
<b>Non-Social Housing Activities</b>						
Registered nursing home*	9,041	(8,309)	732	13,948	(15,049)	(1,101)
Student accommodation	10,661	(9,311)	1,350	10,506	(8,235)	2,271
Care and support services	29,767	(26,872)	2,895	28,628	(25,957)	2,671
Other letting activities	3,308	(2,488)	820	2,612	(2,039)	573
Commercial property sales	14,442	(13,408)	1,034	9,589	(9,224)	365
Other	3,131	(7,469)	(4,338)	3,957	(7,861)	(3,904)
	<b>70,350</b>	<b>(67,857)</b>	<b>2,493</b>	<b>69,240</b>	<b>(68,365)</b>	<b>875</b>
	<b>257,908</b>	<b>(221,275)</b>	<b>36,633</b>	<b>242,798</b>	<b>(208,063)</b>	<b>34,735</b>
Revaluation of investment properties			-			(905)
Surplus/(deficit) on disposal of fixed assets			5,156			(299)
Surplus on redemption of Homebuy			379			649
<b>Operating surplus</b>			<b>42,168</b>			<b>34,180</b>

#### \*Discontinued operations

Registered nursing home activities were discontinued in the year. Profit on the sale of nursing homes amounting to £4,942k (2024: £nil) is included within Surplus on the disposal of fixed assets.

# Notes to the Financial Statements

for the year ended 31 March 2025

Company	Year End 31 March 2025			Year End 31 March 2024		
	Turnover	Operating costs	Operating Surplus/(deficit)	Turnover	Operating costs	Operating Surplus/(deficit)
	£'000	£'000	£'000	£'000	£'000	£'000
<b>Non-Social Housing Activities</b>						
Other	20,539	(20,738)	(199)	19,369	(20,496)	(1,127)
Deficit on disposal of fixed assets			-			(20)
<b>Operating surplus</b>			<b>(199)</b>			<b>(1,147)</b>

## 3.2 Particulars of Income & Expenditure from social housing lettings

Group	General needs	Supported Housing	Shared Ownership	Residential Care Homes	Extra-care	Total	Total Restated
	2025	2025	2025	2025	2025	2025	2024
	£'000	£'000	£'000	£'000	£'000	£'000	£'000
<b>Turnover from lettings</b>							
Rents receivable	96,604	10,688	2,207	-	388	109,887	102,191
Service charges	5,694	17,575	98	-	524	23,891	22,556
Care fees	-	1,014	-	9,996	1,216	12,226	11,227
Managing agents charges	-	38	-	65	1	104	97
Grants from local authorities and other agencies	-	10,712	-	-	-	10,712	11,807
Amortised government grants	8,172	1,290	-	-	-	9,462	8,545
Other	2,457	1,431	185	-	1	4,074	1,989
<b>Turnover from social housing lettings</b>	<b>112,927</b>	<b>42,748</b>	<b>2,490</b>	<b>10,061</b>	<b>2,130</b>	<b>170,356</b>	<b>158,412</b>
<b>Operating cost from lettings</b>							
Service costs	(5,219)	(8,616)	(28)	(494)	(144)	(14,501)	(13,963)
Management expenses	(25,782)	(19,419)	(696)	(10,082)	(1,904)	(57,883)	(57,161)
Repairs and maintenance	(40,846)	(6,254)	(20)	(454)	-	(47,574)	(37,168)
Depreciation	(16,886)	(2,914)	(24)	-	(1)	(19,825)	(18,531)
Impairment of housing properties	(404)	-	-	-	-	(404)	-
Losses arising from bad debts	(489)	(141)	(7)	(5)	5	(637)	(655)
<b>Operating costs</b>	<b>(89,626)</b>	<b>(37,344)</b>	<b>(775)</b>	<b>(11,035)</b>	<b>(2,044)</b>	<b>(140,824)</b>	<b>(127,478)</b>
<b>Surplus from lettings</b>	<b>23,301</b>	<b>5,404</b>	<b>1,715</b>	<b>(974)</b>	<b>86</b>	<b>29,532</b>	<b>30,934</b>
Rent loss from voids	(2,567)	(1,070)	(2)	-	(14)	(3,653)	(4,168)

# Notes to the Financial Statements

for the year ended 31 March 2025

## 3.3. Number of units in management

Group	Total 2025	Total Restated 2024
General needs	16,321	15,883
Additional needs	2,204	2,139
Residential care home	293	440
Extra-care	631	635
Shared ownership	868	817
Student accommodation	3,924	3,925
Market rented	95	95
<b>Totals</b>	<b>24,336</b>	<b>23,934</b>

As at 31 March 2025, the Group had 3,656 units under development (2024: 3,277).

## 4. Key Management Personnel

Key management personnel are defined as the members of the Group Board and Executive Team, comprising the Group Chief Executive and the Executive Directors and Board Members, who were paid for their services in the year. Unless otherwise stated, remuneration includes salaries including performance related pay, fees, expense allowances and pension contributions, as applicable.

The remuneration paid to key management personnel was:

Group	2025 £'000	2024 Restated £'000
Emoluments (inc. pension contributions and benefits in kind)	1,196	1,492
Emoluments (exc. Pension contributions) include amounts paid to:		
- Highest paid senior employee	222	470
Group Chief Executive's employer's pension contribution as an ordinary member of the company scheme	15	55
Company	2025 £'000	2024 £'000
Remuneration (inc. pension contributions and benefits in kind)	84	80

# Notes to the Financial Statements

for the year ended 31 March 2025

Payments to Board members totalling £117k (2024: £163k restated) are included within the remuneration above.

The number of key management personnel (as defined in FRS102), who received remuneration in excess of £50k excluding pension contributions but including compensation for loss of office, are included in the following ranges:

Group	2025	2024 Restated
£140,001- £150,000	1	1
£150,001- £160,000	4	3
£210,001- £220,000	-	1
£220,001- £230,000	1	-
£250,001- £260,000	-	2

An amount of £107k was paid to key management personnel relating to compensation for loss of office (2024:£501k restated). In addition, P11d benefits of £26k (2024:£25k) have been paid to HM Revenue and Customs.

## 5. Employee Information

	Group		Company	
	2025 Number	2024 Restated Number	2025 Number	2024 Number
Average number of employees (inc. senior management) on a Full Time Equivalent basis	2,273	2,603	236	222
Number of people employed at 31 March	2,454	2,644	254	236

	Group		Company	
	2025 £'000	2024 Restated £'000	2025 £'000	2024 £'000
Wages and salaries	79,211	78,234	11,702	10,458
Social security costs	6,864	6,567	1,185	991
Pension costs	3,771	3,886	517	128
	<b>89,846</b>	<b>88,687</b>	<b>13,404</b>	<b>11,577</b>

An amount of £2,959k (2024: £3,152k restated) was recognised in the Statement of Comprehensive Income in respect of defined contribution pension schemes.

# Notes to the Financial Statements

for the year ended 31 March 2025

## 6. Surplus/Deficit on Sale of Fixed Assets

	Group		Company	
	2025 £'000	2024 Restated £'000	2025 £'000	2024 £'000
Proceeds	21,425	6,886	-	-
Less: carrying value of fixed assets	(15,361)	(5,871)	-	(20)
Less: cost of sales	(492)	(120)	-	-
	<b>5,572</b>	<b>895</b>	<b>-</b>	<b>(20)</b>
Grant recycled	(416)	(1,194)	-	-
<b>Surplus/(deficit) on disposal</b>	<b>5,156</b>	<b>(299)</b>	<b>-</b>	<b>(20)</b>

## 7. Redemption of Homebuy

	Group	
	2025 £'000	2024 Restated £'000
Proceeds	1,029	1,219
Less: carrying value of fixed assets	(572)	(516)
Less: cost of sales	(78)	(54)
<b>Surplus on disposal</b>	<b>379</b>	<b>649</b>

The Company does not hold any Homebuy properties.

## 8. Operating Surplus/Deficit

	Group		Company	
	2025 £'000	2024 Restated £'000	2025 £'000	2024 £'000
Depreciation of fixed assets	20,214	18,856	156	133
Amortisation of intangible assets	523	858	37	65
Amortisation of government grant	(9,791)	(8,689)	(400)	(140)
Impairment of fixed assets	404	2,306	-	-
Fees paid to auditor:				
- audit fees	309	247	40	16
- non audit fees	64	76	64	-
Operating lease rentals	6,039	5,669	38	109

# Notes to the Financial Statements

for the year ended 31 March 2025

## 9. Interest Receivable and Similar Income

	Group		Company	
	2025	2024 Restated	2025	2024
	£'000	£'000	£'000	£'000
Finance income comprising computed interest receivable on the financial assets arising on PFI and similar contracts	2,990	3,618	-	-
Other interest receivable	890	1,329	1	-
Interest receivable from Group companies	-	-	174	230
	<b>3,880</b>	<b>4,947</b>	<b>175</b>	<b>230</b>

### PFI and Similar Contracts

The Group has entered into PFI and similar contracts. These transactions have been accounted for in accordance with the accounting policy set out in note 1 to these financial statements. The principal assets derived from the transactions entered into are considered to be financial assets. The turnover arising for the financial year from these contracts comprises the income from the services provided under the contracts (this is included in service charges income in note 3 to the financial statements). Part of the income arising from the contracts during the year is classified as financial income which represents the imputed interest receivable on the financial assets.

## 10. Interest Payable and Similar Charges

	Group		Company	
	2025	2024 Restated	2025	2024
	£'000	£'000	£'000	£'000
Bank and other loan interest	33,967	32,366	596	519
Defined benefit pension scheme interest	762	667	388	360
	<b>34,729</b>	<b>33,033</b>	<b>984</b>	<b>879</b>

Borrowing costs of £3,720k (2024:£3,135k) have been capitalised at a rate of 5.02% (2024: 4.8%) which is the average rate applicable to the Group.

# Notes to the Financial Statements

for the year ended 31 March 2025

## 11. Taxation

With the exception of four subsidiaries (Pobl Living Limited, Arloes Limited, Pobl Development Limited and Tarbed Limited), the Group companies are registered with charitable status with HMRC and benefit from Corporation Tax exemptions available to charitable bodies. On the basis that the activities fall within their charitable purposes and that funds are applied only for these purposes, no provision for Corporation Tax is made for those companies. In the current and prior year a provision for tax on open market sales was made by Pobl Homes & Communities.

Group	2025 £'000	2024 Restated £'000
Current tax	157	176
Current tax—prior year	(12)	(13)
Deferred tax	(84)	(41)
Deferred tax—prior year	(46)	(56)
<b>Total tax charge</b>	<b>15</b>	<b>66</b>
<b>Reconciliation of effective tax rate</b>		
Surplus before tax	11,218	5,978
Taxation thereon at 25% (2024:25%).	2,805	1,472
<b>Effects of:</b>		
Permanent differences	(765)	(949)
Income not taxable	(2,010)	(370)
Rate change	-	(18)
Unrecognised losses	43	-
Prior year current tax	(12)	(13)
Prior year deferred tax	(46)	(56)
<b>Total tax charge for the year</b>	<b>15</b>	<b>66</b>

# Notes to the Financial Statements

for the year ended 31 March 2025

## 12. Property, Plant and Equipment – Housing Properties

Group	Held for letting		Shared Ownership	Nursing Homes	Non-Social Other	Total
	Completed	Under Construction	Completed			
	£'000	£'000	£'000	£'000	£'000	
<b>Cost</b>						
At 1 April 2024 restated	1,520,537	145,148	49,434	18,893	2,785	1,736,797
Additions	8,254	169,540	-	-	-	177,794
Capitalised interest	-	3,523	-	-	-	3,523
Components capitalised	37,815	-	-	-	-	37,815
Disposals	(2,252)	(25,430)	(2,808)	(13,888)	-	(44,378)
Components disposed	(3,316)	-	-	-	-	(3,316)
Reclassification to stock	-	1,789	-	-	-	1,789
Transfer from other fixed assets	814	-	-	-	-	814
Transfer from grant	-	(3,257)	-	-	-	(3,257)
Transfers to completed property	82,450	(93,814)	11,364	-	-	-
Transfers to Homebuy	119	-	-	-	-	119
<b>At 31 March 2025</b>	<b>1,644,421</b>	<b>197,499</b>	<b>57,990</b>	<b>5,005</b>	<b>2,785</b>	<b>1,907,700</b>
<b>Depreciation</b>						
At 1 April 2024 restated	180,452	331	331	6,323	631	188,068
Charge for the year	18,316	-	13	168	36	18,533
Eliminated in respect of disposals	(1,414)	-	-	(3,697)	-	(5,111)
Previously charged on replaced components	(2,143)	-	-	-	-	(2,143)
Transfer from other fixed assets	24	-	-	-	-	24
Impairment	404	-	-	-	-	404
<b>At 31 March 2025</b>	<b>195,639</b>	<b>331</b>	<b>344</b>	<b>2,794</b>	<b>667</b>	<b>199,775</b>
<b>Net Book Value</b>						
<b>At 31 March 2025</b>	<b>1,448,782</b>	<b>197,168</b>	<b>57,646</b>	<b>2,211</b>	<b>2,118</b>	<b>1,707,925</b>
At 31 March 2024 restated	1,340,085	144,817	49,103	12,570	2,154	1,548,729

# Notes to the Financial Statements

for the year ended 31 March 2025

The carrying value of land and buildings comprises:

	Group	
	2025 £'000	2024 Restated £'000
Freehold	1,706,437	1,529,455
Long leasehold	25,679	47,262
	<b>1,732,116</b>	<b>1,576,717</b>

The total net book value of housing properties is split as above. The net book value of housing properties includes land of £447m (2024:£425m) which is not depreciated.

Housing properties include £35.2m (2024:£31.5m) of capitalised interest, of which £3.7m (2024: £3.1m) was capitalised in the current year.

Housing properties are held at cost, including deemed cost for previously revalued assets. The consolidated total original historical cost of housing property assets is £2,010m (2024: £1,895m), of which the consolidated total original historical cost of completed housing properties is £1,795m (2024:£1,685m).

## 13. Property, Plant and Equipment – Other Fixed Assets

Group	Leasehold properties £'000	Freehold office premises £'000	Motor vehicles £'000	Office furniture & equipment £'000	Computer equipment £'000	Total £'000
<b>Cost</b>						
At 1 April 2024 (restated)	4,110	2,815	545	21,221	1,236	29,927
Additions	113	11	-	595	511	1,230
Disposals	-	-	(11)	(1,806)	(400)	(2,217)
Transfer to housing properties	-	-	-	(814)	-	(814)
<b>At 31 March 2025</b>	<b>4,223</b>	<b>2,826</b>	<b>534</b>	<b>19,196</b>	<b>1,347</b>	<b>28,126</b>
<b>Depreciation</b>						
At 1 April 2024 (restated)	272	2,259	545	10,562	1,029	14,667
Charge for the year	100	119	-	1,196	266	1,681
Disposals	-	-	(11)	(1,466)	(391)	(1,868)
Transfer to housing properties	-	-	-	(24)	-	(24)
<b>At 31 March 2025</b>	<b>372</b>	<b>2,378</b>	<b>534</b>	<b>10,268</b>	<b>904</b>	<b>14,456</b>
<b>Net Book Value</b>						
<b>At 31 March 2025</b>	<b>3,851</b>	<b>448</b>	<b>-</b>	<b>8,928</b>	<b>443</b>	<b>13,670</b>
At 31 March 2024 restated	3,838	556	-	10,659	207	15,260

# Notes to the Financial Statements

for the year ended 31 March 2025

## 13. Property, Plant and Equipment – Other Fixed Assets (continued)

Company	Leasehold properties £'000	Office furniture & equipment £'000	Computer equipment £'000	Total £'000
<b>Cost</b>				
At 1 April 2024	907	1,123	24	<b>2,054</b>
Additions	-	-	416	<b>416</b>
<b>At 31 March 2025</b>	<b>907</b>	<b>1,123</b>	<b>440</b>	<b>2,470</b>
<b>Depreciation</b>				
At 1 April 2024	146	1,004	19	1,169
Charge for the year	30	46	80	156
<b>At 31 March 2025</b>	<b>176</b>	<b>1,050</b>	<b>99</b>	<b>1,325</b>
<b>Net Book Value</b>				
<b>At 31 March 2025</b>	<b>731</b>	<b>73</b>	<b>341</b>	<b>1,145</b>
At 31 March 2024	761	119	5	885

## 14. Investment Properties

	Group £'000	Company £'000
At 1st April 2024 (Group restated) and 31 March 2025	<b>35,453</b>	<b>1,006</b>

An assessment of the market value was undertaken internally using a range of sources of evidence, including reference to third party valuations prepared for funders. The fair value of the property transferred in the year was assessed to be equal to its book value. There is no change to the assessed values of existing investment properties in the year

# Notes to the Financial Statements

for the year ended 31 March 2025

## 15. Intangible Fixed Assets

Computer software	Group £'000	Company £'000
<b>Cost</b>		
At 1st April 2024 (Group restated) and 31 March 2025	<b>3,269</b>	<b>183</b>
<b>Amortisation</b>		
At 1 April 2024 (Group restated)	2,193	146
Charge for the year	523	37
At 31 March 2025	<b>2,716</b>	<b>183</b>
<b>Net Book Value</b>		
<b>At 31 March 2025</b>	<b>553</b>	<b>-</b>
At 31 March 2024 (Group restated)	1,076	37

## 16. Investments - Homebuy Loans Receivable

	Group £'000
At 1 April (Group restated)	15,578
New loans	709
Transfer to housing properties	(119)
Loans repaid	(574)
<b>At 31 March 2025</b>	<b>15,594</b>

Equity loans have been made under low-cost home ownership arrangements, to homeowners who were not otherwise able to fully afford their homes using commercially available mortgages.

Equity loans are treated as concessionary loans and are included in the Statement of Financial Position at historic cost. The associated Homebuy grant from the Welsh Government is recognised as deferred income until the loan is redeemed.

The Group is entitled to a proportion of the market value corresponding to the equity interest at a time when homeowners either dispose of their Homebuy property or when they choose to repurchase some, or all, of the equity loan. When loans are repaid, the Group benefits from any increase in the value of the related property owned by the debtor. Furthermore, for self-funded investments, the Group suffers from any decrease in value of the related property at the time the investment matures.

# Notes to the Financial Statements

for the year ended 31 March 2025

## 17. Investments - Other

During 2011, Pobl, established The Welsh Housing Partnership Limited ("WHP"), a Jointly Controlled Entity with three other Welsh Registered Social Landlords.

During 2017, Pobl established WHP2 Limited ("WHP2"), a Jointly Controlled Entity with three other Welsh Registered Social Landlords.

Pobl has an investment (less than 20%) in MORhomes. MORhomes purpose is to provide affordable funding on terms specifically designed to meet the needs of the sector. MORhomes plc has provided loan facilities to Pobl Homes & Communities.

The amount loaned to the Group by MORhomes is £40m.

Pobl holds 30% of the shares in WHP and WHP2. The other investors and their holdings are as follows:

Hendre Group - 30%

Coastal Group - 30%

Grwp Cynefin - 10%

Shares have voting rights and the entitlement to benefit from dividends and any receipt on dissolution. Pobl has the right to nominate a member to the Board of WHP and WHP2. A partnership agreement sets out the respective rights and obligations of the investors in respect of the strategic and operational conduct of WHP and WHP2.

Group	WHP1 £'000	WHP2 £'000	MORhomes £'000	Total £'000
At 1 April 2024	5,708	7,608	230	13,546
Share of profit/(loss)	29	(130)	-	(101)
At 31 March 2025	<b>5,737</b>	<b>7,478</b>	<b>230</b>	<b>13,445</b>

Company	WHP1 £'000	WHP2 £'000	MORhomes £'000	Total £'000
At 1 April 2024	8,880	7,625	230	16,735
Reduction in share capital	-	(915)	-	(915)
At 31 March 2025	<b>8,880</b>	<b>6,710</b>	<b>230</b>	<b>15,820</b>

## 18. Stock

	2025 £'000	2024 £'000
Housing properties	<b>59,479</b>	<b>61,268</b>

Housing property stock consists of properties under the course of construction that are being developed for sale or first tranche shared ownership.

# Notes to the Financial Statements

for the year ended 31 March 2025

## 19. Debtors: Amounts Falling Due Within One Year

	Notes	Group		Company	
		2025 £'000	2024 Restated £'000	2025 £'000	2024 £'000
Arrears of rent & service charges (gross)		12,659	13,676	-	-
Provision for bad & doubtful debts		(6,668)	(6,411)	-	-
Rent arrears (net of provision for bad debt)		5,991	7,265	-	-
Other debtors and prepayments		25,896	28,838	2,838	2,878
Financial assets arising from PFI and similar assets	28	4,591	3,653	-	-
Housing Finance Grant		6,343	6,479	-	-
Loan notes		916	-	-	-
Deferred taxation		33	-	-	-
Amounts owed by Group undertakings		-	-	5,391	3,730
		<b>43,770</b>	<b>46,235</b>	<b>8,229</b>	<b>6,608</b>

Amounts owed by Group companies are trading balances repayable on demand. Interest is charged at the Group's weighted average cost of capital.

## 20. Debtors: Amounts Falling Due After More Than One Year

	Notes	Group		Company	
		2025 £'000	2024 £'000	2025 £'000	2024 £'000
Financial assets arising from PFI and similar assets	28	67,698	72,988	-	-
Housing Finance Grant		23,483	25,992	-	-
Loan notes		460	460	460	460
Pension surplus		1,706	2,636	-	-
		<b>93,347</b>	<b>102,076</b>	<b>460</b>	<b>460</b>

# Notes to the Financial Statements

for the year ended 31 March 2025

## 21. Creditors: Amounts Falling Due Within One Year

	Notes	Group		Company	
		2025 £'000	2024 Restated £'000	2025 £'000	2024 £'000
Housing loans	23	102,536	100,972	2,500	-
Loan interest accruals		5,356	5,756	-	-
Trade creditors		6,140	3,233	-	-
Taxation and social security		1,585	1,756	1,371	1,390
Corporation Tax		157	353	-	-
Amounts due to Group companies		-	-	12,002	8,810
Other creditors and accruals		45,637	53,601	1,877	4,099
Deferred government grants	24	7,646	6,562	400	140
		<b>169,057</b>	<b>172,233</b>	<b>18,150</b>	<b>14,439</b>

Amounts owed by Group companies are trading balances repayable on demand. Interest is charged at the Group's weighted average cost of capital.

## 22. Creditors: Amounts Falling Due After More Than One Year

	Notes	Group		Company	
		2025 £'000	2024 Restated £'000	2025 £'000	2024 £'000
Housing loans	23	698,308	636,223	-	2,500
Recycled grant	25	14,627	14,392	-	-
Pension deficit funding liability		13	6	9	4
Contract liability		322	578	-	-
Deferred tax liability		-	103	-	-
Disposal proceeds fund		319	319	-	-
Deferred government grants	24	760,371	709,622	9,578	7,357
		<b>1,473,960</b>	<b>1,361,243</b>	<b>9,587</b>	<b>9,861</b>

# Notes to the Financial Statements

for the year ended 31 March 2025

## 23. Housing Loans

As 31 March 2025, £806m (of the total facility of £1,109m) had been drawn down, of which £659m was fixed at interest rates of between 0% and 9.9%. £147m was at variable rates. The loan balance is reported net of unamortised transaction costs of £5.6m (2024: £6.2m). These loans are secured by a fixed charge on a proportion of the assets of the Group.

Group	2025 £'000	2024 Restated £'000
<u>Bank loans</u>		
Due within one year	94,720	98,554
Wholly repayable between one and five years	80,014	76,945
Not wholly repayable within five years	566,772	521,168
	<b>741,506</b>	<b>696,667</b>
<u>Concessionary loans</u>		
Due within one year	7,816	2,418
Wholly repayable between one and five years	6,550	13,146
Not wholly repayable within five years	44,972	24,964
	<b>59,338</b>	<b>40,528</b>

Interest-free concessionary loans received by Pobl Group from Welsh Government total £2.6m, £4m of which was repaid in April 2025, with a further £3.0m due for repayment during 2025. The remaining £30.9m of concessionary loans are at interest rates which contain an implied subsidy from Welsh Government, ranging from 2.15% to 3.0%. £0.9m of these loans were due for repayment during 2025.

# Notes to the Financial Statements

for the year ended 31 March 2025

## 24. Deferred Income - Government Grants

Group	2025 £'000	2024 Restated £'000
<b>Net book value</b>		
At 1 April	716,184	635,664
Grants receivable	67,487	87,702
Disposals	(1,926)	(1,688)
Recycled	(680)	(959)
Transfer to housing properties	(3,257)	(457)
Transfer from loans	-	2,103
Transfer from other creditors	-	2,508
Amortisation for the year	(9,791)	(8,689)
<b>At 31 March</b>	<b>768,017</b>	<b>716,184</b>
Due within one year	7,646	6,562
Due after more than one year	760,371	709,622

The original value of grants held is £898m (2024: £838m).

Company	2025 £'000	2024 £'000
<b>Net book value</b>		
At 1 April	7,497	7,637
Grants receivable	2,881	-
Amortisation for the year	(400)	(140)
<b>At 31 March</b>	<b>9,978</b>	<b>7,497</b>
Due within one year	400	140
Due after more than one year	9,578	7,357

## 25. Recycled Capital Grant Fund

Group	2025 £'000	2024 Restated £'000
At 1 April	14,392	12,192
Movements into recycled grant	1,910	2,675
Movements out of recycled grant	(1,675)	(475)
<b>At 31 March</b>	<b>14,627</b>	<b>14,392</b>

# Notes to the Financial Statements

for the year ended 31 March 2025

## 26. Pensions

Pobl Group has the following defined benefit pension assets and liabilities:

Assets	Group		Company	
	2025 £'000	2024 £'000	2025 £'000	2024 £'000
Swansea Pension Fund	1,706	2,636	-	-
Dyfed Pension Fund	-	-	-	-
	<b>1,706</b>	<b>2,636</b>	<b>-</b>	<b>-</b>

Liabilities	Group		Company	
	2025 £'000	2024 £'000	2025 £'000	2024 £'000
Pobl Scheme	<b>(12,830)</b>	<b>(20,557)</b>	<b>(5,629)</b>	<b>(8,999)</b>

### Pobl Pension Scheme ("the Pobl Scheme")

The Pobl Pension Scheme was established with effect from the 1 February 2024 following a bulk transfer from the Social Housing Pension Scheme (SHPS).

The Board's overarching aim is to provide a pension scheme that is optimised for the benefit of Pobl and its colleagues. All benefits which members enjoyed within SHPS (including life cover) continue within the Pobl Scheme, with the added benefit of the lower contribution rates. The CARE 80th scheme remains open to new members with the CARE 60th closed to new members as was the case prior to the transfer.

The Pobl Scheme is a separate trustee administered fund holding the Scheme assets to meet long term pension liabilities. An actuarial valuation is being carried out as at 30 September 2024 and the preliminary results of this have been updated to 31 March 2025 by a qualified actuary, independent of the Scheme's sponsoring employer.

The Pobl Scheme remains under the oversight of the trustee, TPT Retirement Solutions (TPT). Under the bulk transfer arrangement, all assets and liabilities of the SHPS scheme which relate to Pobl were transferred into a separate scheme within TPT's master trust.

TPT as trustee is responsible for ensuring the Pobl Scheme is managed responsibly and in line with regulations, which includes ensuring decisions are made that enable the scheme to meet its financial commitments. The Pension Regulator protects the UK's workplace pensions, making sure employers and trustees fulfil their duties to scheme members. TPT is required to carry out an actuarial valuation each pension scheme every three years.

Until completion of the Scheme's first actuarial valuation, the Employer and Trustee agreed an interim Schedule of Contributions whereby the Employer will pay deficit contributions, increasing on each 1 April by 5.5% with the first increase on 1 April 2025. Contributions in respect of future accrual of benefits are payable at the rates set out in the interim Schedule of Contributions.

The Employer will also make payments in respect of Scheme expenses. Separately, the Employer will pay the Pension Protection Fund levy, any Group life assurance costs and any FRS102 accounting support cost due to the Scheme.

*Scheme benefits review* - We have been notified by the Trustee of the Scheme that it has performed a review of the changes made to the Scheme's benefits over the years and the result is that there is uncertainty surrounding some of these changes. The Trustee has been advised to seek clarification from the Court on these items. This process is ongoing and the matter is unlikely to be resolved before the end of 2025. It is recognised that this could potentially impact the value of Scheme liabilities, but given the current level of uncertainties, it is not possible to calculate the impact of this issue, particularly on an individual employer basis, with any accuracy at this time. No adjustment has been made in these financial statements in respect of this potential issue.

# Notes to the Financial Statements

for the year ended 31 March 2025

*Virgin Media case* - The Association is aware of the June 2023 High Court judgement in the case of Virgin Media vs NTL Pension Trustees II Limited, and that in July 2024 the Court of Appeal dismissed the appeal brought by Virgin Media against aspects of the High Court's decision. This judgement may have significant implications for defined benefit schemes that were "contracted out" between April 1997 and April 2016. The Association understands that this will be affected by questions which, in February and March 2025, were put to the High Court in the case of Verity Trustees Limited v Wood and others, with the outcome expected later in 2025. At this point in time it is unclear whether there could be an impact for the Association's schemes and therefore a sufficiently reliable estimate of any effect on the obligation cannot be made. Thus the defined benefit obligation for scheme has been calculated on the basis of the pension benefits currently being administered.

## Swansea Pension Fund

The Swansea pension fund is a local government pension scheme.

The Actuarial Funding valuation of scheme assets and the present value of the defined benefit obligation for Swansea Pension Fund has an effective valuation date of 31 March 2022. This valuation has shown a surplus of £1.706m. The liability figures from this valuation were rolled forward for accounting year-ends from the following 31 March 2024.

The present value of the defined benefit obligation and the related current service cost and past service cost were measured using the projected unit credit method.

The scheme had a net pension asset at the accounting date. As the scheme is closed to new entrants and there is a limited period over which the employer may receive an economic benefit from payment of reduced contributions to the fund, it was determined that the pension asset should be restricted. This restriction appears in Other Comprehensive income.

*Virgin Media case* - Virgin Media Ltd vs NTL Trustees On 25 July 2024, the Court of Appeal dismissed the appeal in the case of Virgin Media Limited v NTL Pension Trustees II Limited and others. The appeal was brought by Virgin Media Ltd against aspects of the High Court's ruling handed down in June 2023 relating to the validity of certain historical pension changes due to the lack of actuarial confirmation required by law. The Court of Appeal upheld the High Court's ruling. The ruling may have implications for other UK defined benefit plans. It is understood this would apply to the LGPS and HM Treasury is currently assessing the implications for all public service pension schemes. No further information is available at this stage.

## Dyfed Pension Fund

The Company was an admitted member of the Dyfed Local Government Pension Fund ("the fund") until the cessation date of the 2nd April 2023, therefore only 2023-24 figures are reported.

## Growth Plan

The company participates in the scheme, a multi-employer scheme which provides benefits to some 521 non-associated participating employers. The scheme is a defined benefit scheme in the UK. It is not possible for the company to obtain sufficient information to enable it to account for the scheme as a defined benefit scheme. Therefore it accounts for the scheme as a defined contribution scheme.

A full actuarial valuation for the scheme was carried out at 30 September 2023. This valuation showed assets of £514.9m, liabilities of £531.0m and a deficit of £16.1m. To eliminate this funding shortfall, the Trustee has asked the participating employers to pay additional contributions to the scheme.

# Notes to the Financial Statements

for the year ended 31 March 2025

Amounts recognised in the Statement of Comprehensive Income are as follows:

	Pobl Pension Scheme				Swansea Pension Fund Group		Dyfed Pension Fund Group	
	Group		Company		2025 £'000	2024 £'000	2025 £'000	2024 £'000
	2025 £'000	2024 £'000	2025 £'000	2024 £'000				
Current service cost	(980)	(935)	(617)	(600)	(303)	344	-	-
Orphan SHPS liability	-	-	-	(280)	-	-	-	-
Expenses	(315)	(125)	(138)	(52)	-	-	-	-
Net interest cost	(889)	(819)	(388)	(360)	127	(152)	-	-
Unrestricted surplus less receipt from fund	-	-	-	-	-	-	-	(378)
	<b>(2,184)</b>	<b>(1,879)</b>	<b>(1,143)</b>	<b>(1,292)</b>	<b>(176)</b>	<b>192</b>	<b>-</b>	<b>(378)</b>

Amounts recognised in Other Comprehensive Income are as follows:

	Pobl Pension Scheme				Swansea Pension Fund Group		Dyfed Pension Fund Group	
	Group		Company		2025 £'000	2024 £'000	2025 £'000	2024 £'000
	2025 £'000	2024 £'000	2025 £'000	2024 £'000				
Experience on plan assets - loss	(8,808)	(11,225)	(3,998)	(5,841)	(1,228)	920	-	-
Experience on plan liabilities - gain	(1,653)	3,353	(633)	2,194	(37)	2,943	-	-
Effect of changes in financial assumptions - gain	14,630	781	6,404	781	4,189	-	-	-
Effects of changes in demographic assumptions - gain	(508)	-	(222)	-	188	-	-	-
Surplus restriction	-	-	-	-	(3,885)	(4,291)	-	423
<b>Total actuarial (loss)/gain</b>	<b>3,661</b>	<b>(7,091)</b>	<b>1,551</b>	<b>(2,866)</b>	<b>(773)</b>	<b>(428)</b>	<b>-</b>	<b>423</b>

The amount included in the Statement of Financial Position arising from the obligations in respect of its defined benefit retirement benefit schemes is as follows:

	Pobl Pension Scheme				Swansea Pension Fund Group		Dyfed Pension Fund Group	
	Group		Company		2025 £'000	2024 £'000	2025 £'000	2024 £'000
	2025 £'000	2024 £'000	2025 £'000	2024 £'000				
Fair value of plan assets	78,328	79,799	34,367	34,931	34,955	35,293	-	-
Present value of defined benefit obligation	(91,158)	(100,356)	(39,996)	(43,930)	(21,393)	(25,051)	-	-
(Deficit)/surplus	(12,830)	(20,557)	(5,629)	(8,999)	13,562	10,242	-	-
Surplus restriction - unrecognised asset	-	-	-	-	(11,856)	(7,606)	-	-
<b>(Liability)/asset recognised on the balance sheet</b>	<b>(12,830)</b>	<b>(20,557)</b>	<b>(5,629)</b>	<b>(8,999)</b>	<b>1,706</b>	<b>2,636</b>	<b>-</b>	<b>-</b>

# Notes to the Financial Statements

for the year ended 31 March 2025

Movements in the balance of the defined benefit obligations were as follows:

	Pobl Pension Scheme				Swansea Pension Fund Group		Dyfed Pension Fund Group	
	Group		Company		2025 £'000	2024 £'000	Group	
	2025 £'000	2024 £'000	2025 £'000	2024 £'000			2025 £'000	2024 £'000
At 1 April	(100,356)	(102,314)	(43,930)	(44,511)	(25,051)	(25,214)	-	(1,594)
Current service cost	(980)	(935)	(617)	(600)	(303)	(344)	-	-
Expenses	-	-	-	-	-	-	-	-
Interest cost	(4,888)	(4,902)	(2,144)	(2,139)	(1,184)	(1,168)	-	-
Contributions by plan participants	(50)	(76)	(13)	(18)	(82)	(88)	-	-
Actuarial gain due to changes in financial assumptions	14,630	422	6,404	422	4,189	865	-	-
Actuarial gain due to changes in demographic assumptions	(508)	359	(222)	359	188	378	-	-
Actuarial gain/(loss) due to liability experience	(1,653)	3,353	(633)	2,194	(37)	(323)	-	-
Net benefits paid out	2,647	3,737	1,159	1,543	887	843	-	-
Transfer	-	-	-	-	-	-	-	1,972
Orphan SHPS liability	-	-	-	(1,180)	-	-	-	-
Settlement loss	-	-	-	-	-	-	-	(378)
<b>At 31 March</b>	<b>(91,158)</b>	<b>(100,356)</b>	<b>(39,996)</b>	<b>(43,930)</b>	<b>(21,393)</b>	<b>(25,051)</b>	<b>-</b>	<b>-</b>

Movements in the balance of fair value of plan assets were as follows:

	Pobl Pension Scheme				Swansea Pension Fund Group		Dyfed Pension Fund Group	
	Group		Company		2025 £'000	2024 £'000	2025 £'000	2024 £'000
	2025 £'000	2024 £'000	2025 £'000	2024 £'000				
At 1 April	79,799	84,173	34,931	36,474	35,293	31,616	-	2,126
Interest income	3,999	4,083	1,756	1,779	1,676	1,469	-	-
Expenses	(315)	(126)	(138)	(53)	-	-	-	-
Experience on plan assets * - loss	(8,808)	(11,225)	(3,998)	(5,841)	(1,228)	2,943	-	-
Contributions by the employer	6,250	6,555	2,962	3,197	19	20	-	(154)
Contributions by plan participants	50	76	13	18	82	88	-	-
Net benefits paid out	(2,647)	(3,737)	(1,159)	(1,543)	(887)	(843)	-	-
Orphan SHPS liability	-	-	-	900	-	-	-	-
Transfer	-	-	-	-	-	-	-	(1,972)
<b>At 31 March</b>	<b>78,328</b>	<b>79,799</b>	<b>34,367</b>	<b>34,931</b>	<b>34,955</b>	<b>35,293</b>	<b>-</b>	<b>-</b>

\* Excludes amounts included in net interest cost

# Notes to the Financial Statements

for the year ended 31 March 2025

The analysis of the scheme assets at the Statement of Financial Position date was as follows:

	Pobl Pension Scheme				Swansea Pension Fund		Dyfed Pension Fund	
	Group		Company		Group		Group	
	2025 £'000	2024 £'000	2025 £'000	2024 £'000	2025 £'000	2024 £'000	2025 £'000	2024 £'000
Equities	7,340	4,140	3,221	1,812	23,419	24,423	-	-
Bonds	6,425	2,841	2,819	1,244	245	318	-	-
Cash	2,328	7,933	1,021	3,473	105	212	-	-
Other	10,224	7,704	4,486	3,372	10,207	8,470	-	-
Property	3,438	3,724	1,508	1,630	979	1,129	-	-
Private credit	8,477	7,814	3,719	3,420	-	-	-	-
Liquid alternatives	13,321	9,723	5,845	4,256	-	-	-	-
Liability driven investment	26,775	35,920	11,748	15,724	-	-	-	-
Multi asset credit	-	-	-	-	-	741	-	-
<b>At 31 March</b>	<b>78,328</b>	<b>79,799</b>	<b>34,367</b>	<b>34,931</b>	<b>34,955</b>	<b>35,293</b>	<b>-</b>	<b>-</b>

The present value of the defined benefit obligation and the related current service cost and past service cost were measured using the projected unit credit method. The key assumptions used are:

	Pobl Scheme		Pobl Scheme Company		Swansea Pension Fund	
	2025 % p.a	2024 % p.a	2025 % p.a	2024 % p.a	2025 % p.a	2024 % p.a
Discount rate	5.89	4.91	5.89	4.91	5.80	4.80
Inflation (RPI)	3.06	3.10	3.06	3.10	-	-
Inflation (CPI)	2.75	2.78	2.75	2.78	2.50	2.60
Salary Growth	3.75	3.78	3.75	3.78	4.00	4.10
Allowance for commutation of pension for cash at retirement	75% of maximum allowance					

The mortality assumptions adopted at 31 March 2024 imply the following life expectancies:

	Pobl Scheme Group		Pobl Scheme Company		Swansea Pension Fund	
	2025 Years	2024 Years	2025 Years	2024 Years	2025 Years	2024 Years
Male aged 65 at accounting date	20.9	20.9	20.9	20.9	21.6	21.7
Female aged 65 at accounting date	23.2	23.2	23.2	23.2	24.2	24.3
Male aged 45 at accounting date	22.5	22.5	22.5	22.5	21.9	22.4
Female aged 45 at accounting date	24.7	24.7	24.7	24.7	25	25.3

# Notes to the Financial Statements

for the year ended 31 March 2025

## 27. Non-Equity Share Capital

Shareholders have no equity interest in the Company. The shares carry no rights to dividend payments or distribution on winding-up. Shares cancelled or redeemed are written back to reserves. Consideration of £1 per share was paid for share capital issued in the year.

Company	2025 £'000	2024 £'000
At 1 April	11	12
Issued	2	4
Cancelled	(1)	(5)
<b>At 31 March</b>	<b>12</b>	<b>11</b>

# Notes to the Financial Statements

for the year ended 31 March 2025

## 28. Financial Instruments

All assets and liabilities are carried at amortised cost, with the exception of the loan notes asset and Contract Asset receivable. The Contract Asset receivable represents the present value of future amounts receivable under a long-term contract. These assets are considered non basic financial instruments and are therefore held at fair value.

Group	2025 £'000	2024 Restated £'000
<b>Carrying amount of financial assets</b>		
Debt instruments measured at amortised cost	240,217	263,832
<b>Carrying amount of financial liabilities</b>		
Measured at amortised cost	1,170,134	1,062,388

### Financial assets arising from PFI and similar contracts

The Group has entered into PFI and similar contracts for the provision and operation of university student accommodation and accounts for these transactions in accordance with its accounting policy as shown in note 1 to these financial statements. The financial assets which fall due within one year and after more than one year from the year end date are as follows:

Group	2025 £'000	2024 £'000
Debtors falling due within one year	4,591	3,653
Debtors falling due after more than one year	67,698	72,988
<b>At 31 March</b>	<b>72,289</b>	<b>76,641</b>

The movements arising during the year on the aggregate balance of the financial assets are:

Group	2025 £'000	2024 £'000
Aggregate balance of financial assets at 1 April	76,641	80,923
Statement of Comprehensive Income movement in the year	(4,352)	(4,282)
<b>At 31 March</b>	<b>72,289</b>	<b>76,641</b>

# Notes to the Financial Statements

for the year ended 31 March 2025

## 29. Obligations Under Operating Leases

Future minimum rentals paid under operating leases are as follows:

Group	2025 £'000	2024 Restated £'000
Within one year	4,397	4,555
In two to five years	11,372	10,994
After five years	11,425	8,143
<b>At 31 March</b>	<b>27,194</b>	<b>23,692</b>

The movements arising during the year on the aggregate balance of the financial assets are:

Company	2025 £'000	2024 £'000
Within one year	8	52
In two to five years	-	9
<b>At 31 March</b>	<b>8</b>	<b>61</b>

Operating lease commitments substantially relate to property leases with WHP and WHP2.

## 30. Capital Commitments

The total amount contracted for at 31 March 2025 and 31 March 2024 is related to approved schemes for which loan approval has been received or for which private finance has been arranged. There was no expenditure authorised but not contracted for at 31 March 2025 and 31 March 2024.

Group	2025 £'000	2024 Restated £'000
Capital expenditure contracted for but not provided for in the financial statements	274,467	213,634

# Notes to the Financial Statements

for the year ended 31 March 2025

## 31. Related Party Transactions

Group	Sales to related parties £'000	Purchases from related parties £'000	Amounts owed from related parties £'000	Amounts owed to related parties £'000
The Welsh Housing Partnership Ltd & WHP2 Ltd				
2025	49	2,186		
2024	48	2,807	-	-

### Terms and conditions of transactions with related parties

The Group has not provided or benefited from any guarantees for third party payables or receivables. During the year ended 31 March 2025, the Group has not made any bad debt provision in respect of amounts owed by related parties (2024: £Nil).

Rents payable to WHP and WHP2 are based upon its acquisition and funding costs in respect of properties leased. The rents charged are reflective of the market to cover any risk around transfer pricing.

### Entities over which the Group has joint control or significant influence

The nature of the Group's investment in The Welsh Housing Partnership Limited and WHP2 Limited is set out in note 17. The purchases above represents rentals payable in respect of properties leased by Pobl Homes & Communities from WHP and WHP2. The Boards of WHP and WHP2 set their rent levels to their shareholders to cover their property acquisition and funding costs.

Pobl Group Limited received a management fee for administrative services provided to WHP and WHP2. The fee is set to cover costs incurred in handling WHP's and WHP2's administration.

### Key management personnel

All directors and certain employees who have responsibility for planning, directing and controlling the activities of the Group are considered to be key management personnel. Their compensation during the year is disclosed at note 4.

Sales to key management personnel represent rents receivable from tenant directors. These are on normal terms. Amounts due from key management personnel represent staff loans to corporate directors. These are on the terms available to all staff.

Pobl Limited has taken advantage of the exemption permitted by Section 33 "Related party transactions" contained in FRS 102, and has therefore not disclosed transactions or balances with entities which are wholly owned members of the Pobl Group.

TPT Retirement Solutions Limited, and the City and County of Swansea are considered related parties as providers of defined benefit pension schemes to the Group. Details on transactions with these pension providers is outlined in note 26.

# Notes to the Financial Statements

for the year ended 31 March 2025

## 32. Cash Flow From Operating Activities

	Notes	Group	
		2025 £'000	2024 £'000
<b>Surplus for the year after tax</b>		<b>11,203</b>	<b>5,912</b>
Depreciation of fixed assets		20,737	19,714
Impairment of fixed assets		404	2,306
Amortisation of government grants		(9,791)	(8,689)
Share of loss of joint venture		101	116
Revaluation of investment properties		-	905
(Surplus)/deficit on disposal of fixed assets		(5,156)	299
Surplus on redemption of Homebuy loans		(379)	(649)
Decrease/(Increase) in stock		1,789	(705)
Decrease/(increase) in debtors		10,264	(2,176)
(Decrease)/increase in creditors		(6,781)	11,686
Interest Payable		34,729	33,033
Interest Receivable		(3,880)	(4,947)
Pension costs less contributions payable		(3,909)	(3,971)
<b>Net cash generated from operating activities</b>		<b>49,331</b>	<b>52,834</b>

## 33. Merger of Pobl Group Limited and Linc-Cymru Housing Association Limited

On 1st April 2024, Pobl Group Limited merged with Linc-Cymru Housing Association Limited, a registered social landlord with similar activities. Linc operates as a subsidiary of Pobl and on 1st January 2026 will transfer the whole of its stock, property and other assets and all engagements to Pobl Homes and Communities Limited pursuant to section 110 of the Co-operative and Community Benefit Societies Act 2014 and subject to the receipt of all required lenders' consents and confirmation from the Financial Conduct Authority.

These financial statements have been prepared on a consolidated basis applying merger accounting, in line with the principles laid out in FRS102. The Standard states that a merger exists where:

- an entity combination results in the creation of a new reporting entity, in which the controlling parties come together in a partnership for the mutual sharing of risks and benefits of the newly formed entity; and
- in which no party to the combination in substance obtains control over any other, or is otherwise seen to be dominant.

The comparative amounts have been restated by including the results for the two combining companies for the previous accounting period and their statement of financial positions for the previous reporting date. The comparative figures are marked as 'restated' figures. Consolidation adjustments have been made for transactions between the two entities.

Under merger accounting the carrying value of the assets and liabilities of the two companies are not adjusted to fair value. One adjustment was required to achieve uniformity of accounting policies across the combining entities. This was in respect of computer software which Linc previously accounted for as other fixed assets. Policies have been aligned to account for computer software as intangible fixed assets.

The Total Comprehensive Income and the Net Assets for the prior year and in the current year are disclosed in accordance with FRS102 merger accounting requirements

# Notes to the Financial Statements

for the year ended 31 March 2025

## Total Comprehensive Income 2023-24

	Pobl Group Ltd £'000	Linc-Cymru HA Ltd £'000	Consolidation Adjustments £'000	Merger adjustments £'000	Total £'000
Turnover	185,249	57,706	(157)	-	242,798
Operating costs	(157,242)	(50,978)	157	-	(208,063)
Revaluation of investment properties	-	(905)	-	-	(905)
(Deficit)/surplus on disposal of fixed assets	(685)	494	(108)	-	(299)
Surplus on HomeBuy redemption	541	-	108	-	649
<b>Operating surplus</b>	<b>27,863</b>	<b>6,317</b>	<b>-</b>	<b>-</b>	<b>34,180</b>
Share of result of joint venture	(116)	-	-	-	(116)
<b>Surplus before interest and taxation</b>	<b>27,747</b>	<b>6,317</b>	<b>-</b>	<b>-</b>	<b>34,064</b>
Interest receivable and similar income	3,853	1,094	-	-	4,947
Interest payable and similar charges	(25,714)	(7,319)	-	-	(33,033)
<b>Surplus before tax</b>	<b>5,886</b>	<b>92</b>	<b>-</b>	<b>-</b>	<b>5,978</b>
Taxation	(66)	-	-	-	(66)
<b>Total surplus for the year</b>	<b>5,820</b>	<b>92</b>	<b>-</b>	<b>-</b>	<b>5,912</b>
<b>Other comprehensive income:</b>					
Gain on contract asset	239	-	-	-	239
Actuarial loss on defined benefit pension schemes	(7,096)	-	-	-	(7,096)
<b>Total comprehensive (loss)/income for the year</b>	<b>(1,037)</b>	<b>92</b>	<b>-</b>	<b>-</b>	<b>(945)</b>

# Notes to the Financial Statements

for the year ended 31 March 2025

## Statement of Financial Position at 31st March 2024

	Pobl Group Ltd £'000	Linc-Cymru HA Ltd £'000	Consolidation Adjustments £'000	Merger adjustments £'000	Total £'000
Housing properties	1,160,927	387,802	-	-	1,548,729
Other fixed assets	12,020	3,816	-	(576)	15,260
Investment properties	23,893	11,560	-	-	35,453
Intangible fixed assets	500	-	-	576	1,076
	<b>1,197,340</b>	<b>403,178</b>	-	-	<b>1,600,518</b>
<b>Investments</b>					
HomeBuy loans receivable	15,245	333	-	-	15,578
Investments - other	13,546	-	-	-	13,546
Investment in Low Cost Home Ownership	-	-	-	-	-
	<b>28,791</b>	<b>333</b>	-	-	<b>29,124</b>
					<b>-</b>
<b>Total fixed assets</b>	<b>1,226,131</b>	<b>403,511</b>	-	-	<b>1,629,642</b>
<b>Current assets</b>					
Stock	61,268	-	-	-	61,268
Debtors: amounts falling due within one year	28,451	17,808	(24)	-	46,235
Debtors: amounts falling due after more than one year	102,076	-	-	-	102,076
Cash and cash equivalents	24,771	55,936	-	-	80,707
	<b>216,566</b>	<b>73,744</b>	<b>(24)</b>	-	<b>290,286</b>
<b>Creditors amounts falling due within one year</b>	<b>(154,339)</b>	<b>(17,918)</b>	<b>24</b>	-	<b>(172,233)</b>
<b>Net current assets</b>	<b>62,227</b>	<b>55,826</b>	-	-	<b>118,053</b>
<b>Total assets less current liabilities</b>	<b>1,288,358</b>	<b>459,337</b>	-	-	<b>1,747,695</b>
Creditors: amounts falling due after more than one year	(960,454)	(400,789)	-	-	(1,361,243)
Provisions	(20,557)	-	-	-	(20,557)
	<b>(981,011)</b>	<b>(400,789)</b>	-	-	<b>(1,381,800)</b>
<b>Net assets</b>	<b>307,347</b>	<b>58,548</b>	-	-	<b>365,895</b>
<b>Capital and reserves</b>					<b>-</b>
Revenue reserves	307,347	58,548	-	-	365,895

# Notes to the Financial Statements

for the year ended 31 March 2025

## 34. Post Balance Sheet Event

On 1<sup>st</sup> January 2026 Linc-Cymru Housing Association will transfer the whole of its stock, property and other assets and all engagements to Pobl Homes and Communities Limited pursuant to section 110 of the Co-operative and Community Benefit Societies Act 2014 subject to the receipt of all required lenders' consents and confirmation from the Financial Conduct Authority of dissolution of Linc-Cymru Housing Association (under section 126 of the Co-Operative and Community Benefit Societies Act 2014).

## 35. Contingent Liabilities

### Renting Homes (Wales) Act 2016

In March 2024, many RSLs across the Welsh housing sector, including Pobl Group, became aware that the current drafting of the Renting Homes (Wales) Act 2016 ("the Act") and the Renting Homes (Fitness for Human Habitation) (Wales) Regulations 2022 (as amended) ("the Regulations") was resulting in different interpretations of legal obligations for landlords. On identification of this issue, immediate steps were taken to ensure compliance with legal obligations as we are currently able to understand them. Following legal advice, a number of Registered Social Landlords have issued proceedings in the High Court to seek a series of declarations as to the correct meaning and interpretation of the potential obligations. A high level of uncertainty remains because the interpretation of the requirements under the Act and Regulations needs clarification which will only be possible following determination of the proceedings that are currently before the High Court, hence any financial effect cannot currently be measured with sufficient reliability at this time.

### Cyber-attack

In November 2023, Pobl Group was subject to a cyber-attack in which certain data stored by the Group was exfiltrated. A review of the data exfiltrated was undertaken and those individuals who were required to be notified in line with statutory requirements were notified in January 2025. As at the balance sheet date, we have not received any claims from any of those individuals who were notified. However, it remains possible for any of those individuals to bring a claim within the remaining statutory limitation period. The ICO has completed its investigation into the cyber-attack and decided it will not take any formal regulatory action.

# Notes to the Financial Statements

for the year ended 31 March 2025

## 36. Group Information

The Board considers that Pobl Group Limited is the ultimate parent company of the Pobl Group, which comprises:

Pobl Homes and Communities Limited	a registered society under the Co-operative and Community Benefit Societies Act 2014, number L006 and is registered with the Financial Conduct Authority (Mutual Public Register) number 20180R;
Pobl Care and Support Limited	a registered society under the Co-operative and Community Benefit Societies Act 2014, number J142 and is registered with the Financial Conduct Authority (Mutual Public Register) number 24054R;
Pobl Living Limited	a registered society under the Co-operative and Community Benefit Societies Act 2014, number P140 and is registered with the Financial Conduct Authority (Mutual Public Register) number 23412R;
Arloes Limited	a private limited company with company number 07689032;
Tai Cartrefi Cyfyngedig	a registered society under the Co-operative and Community Benefit Societies Act 2014, is registered as a housing association with reference P119;
Pobl Trust	a registered society under the Co-operative and Community Benefit Societies Act 2014, number J114 and a charity registered with the Charity Commission in England & Wales with reference 1161479;
Pobl Development Limited	a private limited company with registration number 12077500;
Linc-Cymru Housing Association Limited	a registered society under the Co-operative and Community Benefit Societies Act 2014, number L109 and is registered with the Financial Conduct Authority (Mutual Public Register) number 25555R;
Tarbed Limited	a private limited company with company number 06995481.

Pobl Group Limited is a housing association and a registered society under the Co-operative and Community Benefit Societies Act 2014 with registration number 29682R and registered with the Regulator pursuant to sections 111 and 112 of the Housing and Regeneration Act 2008 (Registration No. J139). Copies of Group accounts can be obtained from the registered office at Exchange House, High Street, Newport, NP20 1AA.



