



# Housing Matters (Bristol) Trustee Annual Report 2024/25

# Trustee's Annual Report and Accounts 2024/25

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## Reference and Administrative Information

Charity Name: Housing Matters (Bristol)

Charity Registration Number: 1180341

Company Number: 10675390

### Trustees

The Trustees of the charity in office during the year and up to date of signing the financial statements were:

Andrew Gibbard	Trustee & Chair
Andrew Marshall-Jones	Trustee & Vice Chair
Joseph Saunders	Trustee & Treasurer
John Mathias	Trustee & Secretary
Benjamin Banks	Trustee (resigned 10.02.2025)
Gary Jordan	Trustee
Samantha Martin	Trustee
Jasmin Matharu	Trustee (resigned 09.12.2024)
Kim Mylchreest	Trustee
Winifred Onyemaechi	Trustee (appointed 10.03.2025)
Alice Parsons	Trustee (resigned 07.07.2025)
Daisy Pitcher	Trustee (appointed 12.05.2025)

### Senior Manager:

Daisy Pitcher (Director, Maternity Cover April '24 – March '25)

Alice Tibbert (Director)

### Registered Address:

Easton Business Centre, Felix Road  
Easton, Bristol, BS5 0HE

### Independent Examiners:

Godfrey Wilson Ltd  
5th Floor, Mariner House  
62 Prince Street  
Bristol, BS1 4QD

### Bankers:

Allica Bank Ltd 4th Floor, 164  
Bishopsgate, London, EC2M 4LX

CAF Bank Ltd 25 Kings Hill Avenue, Kings  
Hill, West Malling, Kent ME19 4JQ

Charity Bank Fosse House, 182 High  
Street, Tonbridge TN9 1BE

Co-operative Bank PO Box 101, 1 Balloon  
Street, Manchester M60 4EP



## Chair's Review

At Housing Matters, we know that a safe, secure, and affordable home is the foundation for everything: health, education, work, and wellbeing. But for far too many people in Bristol, that foundation is crumbling.

Over the past year, nearly 60% of the people we supported were either experiencing homelessness or at immediate risk. Many were being evicted through Section 21 'no-fault' eviction notices. Many more on long waiting lists for social homes are forced to live in unsafe or unsuitable housing, or in situations where they're facing domestic violence and hate crime.

In this challenging landscape, our work is more vital than ever – and we're rising to meet the need.

Thanks to the dedication of our team and the support of our partners and funders, we achieved life-changing outcomes. For the clients who approached us threatened with homelessness we:

- Prevented homelessness and/or helped rehouse 56% of our clients – a 7% increase from the previous year.
- Improved housing conditions or future housing prospects for a further 16%.

In addition, through our ongoing commitment to collaborative working, we helped clients access over £220,000 in additional income, including benefits, charity grants, and sustainable lodging options – £60,000 more than the previous year.

This year also marked a period of important growth. We expanded our advice team and launched our new community outreach project 'Working Upstream' that will allow us to reach even more people in need. We're equipping individuals and families with the tools, knowledge, and support to navigate crisis and take back control of their housing situations.

While the housing crisis continues to deepen, so too does our resolve. We will keep challenging unfair evictions, fighting for safer housing, and supporting our clients through every step of their journey – because everyone deserves a place to call home.

Thank you for being part of this work.

*Andy Gibbard*

Andrew Gibbard  
Chair of Trustees



# Objectives and activities

## Charitable objects

To relieve those in need by reason of age, ill-health, disability, financial hardship or other disadvantage in Bristol and the surrounding area, in particular but not exclusively by:

- 1) Providing advice on and assistance with housing and related matters including welfare benefits;
- 2) Acting as an advocate on behalf of members of the public for whom the charity is established to assist and to represent at tribunals and court hearings and to undertake legal work on their behalf; and,
- 3) The carrying out of lobbying on housing and related issues.

## How we achieve public benefit

The charity delivers public benefit by providing support, information, and advice to people in situations of poverty, focusing on those with particular needs due to age, disability or other vulnerabilities. Housing Matters aims to intervene early and ensure that people have access to safe, appropriate and permanent accommodation.

We work closely with local community partners to ensure people receive the right support, at the right time. In preventing homelessness and improving housing conditions, the charity provides benefits to individuals and the wider community. All our services are free and accessible to people in Bristol and the surrounding area. The Trustees have had regard to the Charity Commission's guidance on public benefit and endeavour to implement that guidance in all the charity's work.

## Housing Matters aims to:

- Prevent homelessness in the City of Bristol and surrounding areas.
- Enable people to stay in their own homes by improving their current housing conditions and raising income levels.
- Help people who are homeless or in unsatisfactory housing to find suitable accommodation.

## To achieve our aims, we:

- Deliver free, impartial, confidential and quality advice and advocacy on housing and related matters.
- Provide holistic support for as long as it takes to help beneficiaries to solve their housing issues.
- Work closely with local community groups to upskill community members and promote early access to advice.
- Share information and work with local partners to achieve the above objectives.
- Use our knowledge and experience to influence local decision making, policy and practice for the benefit of people in housing need.



# About us

## Our purpose

We believe quality housing is a human right. We're here to give anyone in and around Bristol the knowledge and support they need to live in safe, secure homes.

## Our Vision

Our vision is a society where everyone has a place they're happy to call home.

## Our mission

We are experts in housing advice, support and advocacy, here to help the people of Bristol and beyond navigate the path to a safe and secure home. We aim to find unique, long-term solutions for our clients, whatever their needs.

## Our Values

People First - Informed - Dedicated - Inclusive - Resourceful

## Local context and impact

Bristol is grappling with a deepening housing and homelessness crisis. Soaring rents, rising debt, and the cost-of living crisis are pushing many households to the edge, with the city now ranking among the UK's most unaffordable rental markets outside London. Evictions from private rentals—particularly under Section 21 “no-fault” notices—have become the leading cause of homelessness locally, with eviction rates now more than double pre-pandemic levels.

Demand for temporary accommodation has surged by 87% since COVID-19, placing major financial pressure on Bristol City Council. Over 1,500 households are currently living in temporary or emergency housing. The housing register stands at a record 22,000 applicants, with just 1,700 social housing allocations each year. Even the most vulnerable often face years-long waits for suitable homes.

Rough sleeping and non-traditional living arrangements are also rising, with around 90 people sleeping on Bristol's streets on any given night – up 28% in just one year. Van-dwelling has sharply increased, with around 600–650 people now living in vehicles around the city, a fourfold rise since 2019. Many cite unaffordable rent—averaging £850+ for a single room—as their main reason for turning to van life.

The council has begun piloting solutions and rethinking its approach to creating access to new housing stock and better-quality temporary accommodation. However, the scale of need far exceeds current responses. Experts warn that short-term fixes are no substitute for long-term investment in prevention –such as rent support, legal advice, and protections for tenants.

In this challenging environment, proactive homelessness prevention, early intervention, and housing advocacy remains essential. Addressing the root causes of Bristol's housing crisis will require sustained, systemic change.

## Our impact

Increasingly, our clients have been coming to us facing homelessness or threats of homelessness. Worryingly, this group accounted for 59% of our clients last year, up from 51% the previous year and 47% the year before. Where those clients needed long-term support from us, our casework helped rehouse or prevent homelessness 56% of the time and improved the current housing conditions and rehousing prospects for a further 16% of those clients.

Across our entire client group and through our partnership work, we helped people access over £220,000 in additional income. This represents £60k more than the previous year and has helped people increase benefit income, write off debts and apply for charity or discretionary grants. The success of this work is down to our ongoing strong and co working partnerships with other advice specialists in the city like Talking Money and North Bristol Advice Centre.

In 24/25, we increased the number of advice drop-in sessions we host throughout Bristol, delivered within the communities who need it most. We are reaching out, and shockingly 94% of these clients said that they would not have been able to access housing advice if we had not brought it to them. Through this work we were able to equip people with the skills and knowledge they need to help resolve their housing issues, empowering 80% of these clients to take further action themselves.

We work hard to upskill our clients in this way, providing them with the tools and support to better deal with housing stresses themselves and ultimately preventing housing crisis and homelessness in the future. Last year 91% of our clients had a better understanding of their options, duties and housing rights, while a further 64% now know where to get help and advice, with 88% more equipped to manage their own affairs.



# A journey to independence



## Mia's story

**Mia, who is registered blind and lives with chronic fatigue and a neurological disorder, got in touch with Housing Matters from hospital where she'd been for over a year.**

She had just signed a tenancy for a Housing Association property better suited to her needs than her previous one. However, it still lacked essential components like flooring and ramps. Though medically ready for discharge, she couldn't return home safely - given her disabilities.

The council had agreed the adaptations were necessary but refused to carry them out until Mia had moved in, a "catch 22" situation that left her stuck in hospital far longer than needed.

The duration of her stay meant she couldn't claim Housing Benefit, and without moving into her new home, she couldn't claim Universal Credit. Rent and council tax arrears started building up, and Mia received an eviction notice - before she'd even moved in.

Housing Matters stepped in. We secured an agreement for the Housing Association to pause eviction proceedings. We persuaded the council to cover the £6,000 in rent arrears that had accrued and write off £2,590 in council tax. We also ensured Mia received a full council tax reduction going forward.

Working across more than 15 agencies, we coordinated grant funding for flooring and secured temporary ramps before discharge. After moving in, we helped her access Universal Credit and successfully challenge a Bedroom Tax deduction, asserting she needed the extra bedroom for a live-in carer.

**This was more than housing - it was about restoring Mia's independence whilst protecting her dignity.**



# The Power of Partnership

At Housing Matters we take a proactive, strength and community-based approach to tackling housing insecurity. All of our partnerships are deliberately designed to:

- Engage communities directly - especially the most marginalised.
- Remove barriers - by situating services in local hubs and have access to translations services as standard.
- Intervene early - aiming to prevent homelessness and address housing concerns before it escalates into crisis.
- Connect the dots - offering wraparound support across housing, finance, employment, mental health, and immigration.

## Aashyana

Partnering with Citizens Advice Bristol and St Pauls Advice Centre, Aashyana - a Bengali and Urdu word meaning "beautiful home" - is tailored to support Bristol's South Asian residents. Advisers provide in-language guidance on welfare benefits, income maximisation, energy switching, lodger regulations, and housing rights. By delivering services that feel culturally safe and relatable, Aashyana helps families build stability and resilience in their homes.

## Early Doors

Launched in 2021 in partnership with Caring in Bristol, Early Doors flips the script on homelessness intervention. Rather than reacting to crisis, it works proactively, co-designing solutions with local residents to identify triggers early, whether that's mental health challenges, tenancy insecurity, or domestic violence. Advisers and support workers collaborate to deliver flexible, community-based advice and support sessions, helping people hold on to their homes and wellbeing before things spiral.

## HomeFull

Housing Matters and Talking Money link up with children's centres across Central Bristol to deliver HomeFull, support for parents and carers - especially single parents, non-native English speakers, and those facing digital exclusion. By embedding advisers in familiar, welcoming locations, the service offers holistic advice on debt, utility bills, housing challenges, homelessness and navigating benefits systems. The aim is both to intervene early, preventing issues such as rent arrears or eviction threats from leading to homelessness, and to support the development of financial resilience once a secure home is established.

## North Bristol Advice Partnership

In partnership with North Bristol Advice Centre, we link our housing experts with debt and benefits specialists. This collaboration allows advisers to share expertise directly, offering clients, from the North Bristol area, a more holistic, trauma-informed service that meets the urgent needs of the residents in this area.

## Working Upstream

We partner with community hubs across Bristol to bring housing crisis and homelessness advice directly to those most at risk. Current partners include The Wellspring Settlement, Eastside Community Trust, Knowle West Health Park, Lockleaze Neighbourhood Trust, and JTE Hub Shirehampton. These trusted spaces often provide a warm space, refreshments and wider support, making advice more accessible. In the project's first year, 94% of clients said they wouldn't have known how to access advice without it being offered in their local community. By reaching people where they already feel supported, we help them access vital services before problems reach crisis.

“

*Wow this has filled me with joy! I must say thank you so much for all your support and help you have literally saved me. I really, really, really appreciate it.*

*Thank you I do appreciate you and believe me when I say out of everyone that's ever helped me you have been the best support, I've had you been the only person there's actually listened since working with you I've been feeling a hell of a lot better to speak out and say what's been going on... I feel like I'm getting somewhere and that's down to you.*

*This is for you. I know the journey continues, this far it's because of you. Your knowledgeable guidance. You have walked me through this when I am reached to edge.*

*We are so pleased we got a suitable house finally! Many thanks for all your efforts and continuous support. We appreciate it. I believe what you guys doing is life changing for many families. Couple of my friends got housing because of your support as well.*

*Your dedication and service have made a significant difference, and we are truly grateful for everything you have done on our behalf. Thank you!*

*I'm chuffed to bits. Thank you so much for everything.  
I can't believe it.*

*It was 'well worth coming' to the drop-in. It confirmed some things I thought already, and I learnt some new things too.*

”

## Financial review

We had another successful year in fundraising. Total income banked during FY25 was £497,957 – a 13% increase on FY24 (£439,075). This included £31,052 of restricted income for spend in FY26. This income, together with carried forward funds from FY24, enabled us to increase expenditure by 11% to £480,989 (FY24: £432,340) and left us with a surplus of £16,986 (FY24 £6,735).

Our primary source of funding (55%) was Trusts & Lottery grants income; (43%) was generated through charitable activities via our partnerships, and the balance (2%) came from companies and individuals. The reason for income growth was twofold. Firstly, an increase in partnerships income; primarily being part of a consortia accessing the Bristol Council's Household Support Fund. Secondly, we secured a multi-year Lottery grant.

The Trustees have closely monitored financial performance and have considered the going concern status of the charity. They conclude that there are no material uncertainties affecting the ability of the charity to continue as a going concern. This has also been considered in the context of the ongoing cost-of-living crisis, and the cash position at the date of signing along with future cash projections.

We are incredibly grateful to our supporters, without whom our work and growth over FY25 wouldn't have been possible. As well as our individual donors, we'd like to say a huge thank you to the following funders and partners:

Albert Hunt Trust, Arnold Clark Community Fund, Bristol City Council, Bristol Law Centre, Burden Trust, Burges Salmon Charitable Trust, Caring in Bristol, Charles Plater Trust, Christadelphian Samaritan Fund, Clarion Housing, Co-operative Bank, Denman Charitable Trust, Henry Smith Foundation, J and M Britton Charitable Trust, John James Bristol Foundation, National Benevolent Charity, Nisbet Trust, National Lottery Community Foundation, Patricia Routledge Foundation, Quartet Community Foundation, Renishaw Charities Committee, Society of the Holy Child Jesus, Souter Charitable Trust, St Paul's Advice Centre, St Stephen and St James Trust, Stone King Foundation, SW Legal Support Trust, Wellspring Settlement.

### Reserves policy

The Trustees policy is that the free reserves should be sufficient to cover the charity's operating costs for between three and six months to enable the charity to continue operations following an unforeseen drop in income. For FY26, the range required has been calculated to be between £129k and £258k. This policy is reviewed annually by Trustees.

### Reserves position

On 31<sup>st</sup> March 2025, total reserves amounted to £228,931, of which £31,052 were restricted for spend in FY25 (see note 14 to the accounts). £197,879 remained as free reserves. This is sufficient to cover 4.5 months of our FY26 budget (£515k) and is therefore in line with our Trustees policy.

### Looking forward

This year, Housing Matters celebrates 60 years of delivering housing advice, support and advocacy across Bristol. While we celebrate that history, we also look to the future. Our priorities in the coming year include:

Moving further upstream: In year two of our Working Upstream project, we'll connect with at least two new community hubs, taking expert housing advice directly into communities at risk of crisis.

Trainee Adviser Scheme: Our advice team now includes four of six advisers who have been trained through the scheme. We look forward to welcoming another Trainee in October, continuing our dedication to developing experts for the city.

Advisory Board: As we design our new three-year strategy, we remain committed to ensuring the group reflects Bristol's diversity, with lived experience at its heart.



# Structure, governance, and management

## Organisational structure

On 31<sup>st</sup> March 2025, the Housing Matters team consisted of 12 staff members (10.7 FTE) and three volunteers. The Director manages strategic development, supported by the Advice Service Lead, Operations Lead, and Communications and Fundraising Assistant. The Advice Service Lead oversees the Advice Service, supported by five Housing Advisers and an Outreach Officer. The Operations Lead oversees the day-to-day running of the charity, supported by a Quality and Impact Officer.

## Management

The Trustees of the charity, who are also its statutory directors for company law purposes, exercise all its powers. The Trustees delegate the day-to-day operation of the charity to the Director, who is in turn accountable to the Board. The Director, Advice Service Lead, and Operations Lead form the staff Senior Leadership Team, who meet on a bi-weekly basis to review operational and strategic priorities.

## Advisory Board

We have seven members on our Advisory Board, all with lived experience of housing crisis and homelessness in Bristol. As experts by experience, they provide valuable insight to support our senior leadership team in shaping the organisation's growth and development in a trauma-informed and client-centred way.

## Trustee Board

On 31<sup>st</sup> March 2025, Housing Matters was governed by a Board consisting of nine Trustees, who bring a diverse range of skills and experience to the organisation. All Trustees are subject to three-year terms with a maximum of three terms possible. They must retire after a three-year term and this must happen at the Annual General Meeting (when appropriate). However, they are entitled to re-election up to the maximum period.

Trustees may be elected by a simple majority vote of the members of the charity, or they may be co-opted. Trustee recruitment is undertaken annually to meet skills gaps identified by the Board and Director. Posts are advertised widely through local voluntary channels and through direct invitations to ex-service users and key community members.

## Governance

Members of the Trustee Board meet regularly (at least quarterly and usually bi-monthly) to discuss strategic matters, review the risk register, and make key decisions. The Board has established a Finance Committee to advise on certain responsibilities including budget setting; monitoring of financial performance; fundraising and financial controls. The Committee meet regularly (quarterly at a minimum), in advance of Trustee meetings.

## Governing document

Housing Matters (Bristol), formerly known as Churches Housing Aid Society or CHAS Bristol, is a registered charity and a company limited by guarantee. The charity is governed by its Articles of Association adopted on 25<sup>th</sup> February 2021.

Churches Housing Aid Society operated as a registered charity since 1965. Prior to its reconstitution as a charitable company in 2019, it operated under charity number 233757. In accordance with accounting regulations, the transfer of assets from the old entity to the new was treated as a merger and is documented on the register of mergers.

# Housing Matters (Bristol)

## Statement of Trustees' responsibilities

For the year ended 31 March 2025

The trustees (who are also directors of the charity for the purposes of company law) are responsible for preparing the trustees' report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102: The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

Company law requires the trustees to prepare financial statements for each financial year, which give a true and fair view of the state of affairs of the charity and of the income and expenditure of the charity for that period. In preparing those financial statements the trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities SORP;
- make judgements and accounting estimates that are reasonable and prudent;
- state whether applicable UK accounting standards and statements of recommended practice have been followed, subject to any material departures disclosed and explained in the financial statements; and
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in operation.

The trustees are responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the charity and which enable them to ensure that the financial statements comply with the Companies Act 2006. The trustees are also responsible for safeguarding the assets of the charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

In so far as the trustees are aware:

- There is no relevant audit information of which the charitable company's auditors are unaware; and
- The trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditors are aware of that information

The trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charitable company's website. Legislation in the United Kingdom governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

Members of the charity guarantee to contribute an amount not exceeding £1 to the assets of the charity in the event of winding up. The trustees are members of the charity, but this entitles them only to voting rights. The trustees have no beneficial interest in the charity.

Independent examiners: Godfrey Wilson Limited were appointed as independent examiners to the charitable company during the year and have expressed their willingness to continue in that capacity. Approved by the trustees on 8 December 2025 and signed on their behalf by

The Trustees

Andrew Gibbard

Chair

*Andy Gibbard*

Joseph Saunders

Treasurer

*Joseph Saunders*

Date: 8<sup>th</sup> December 2025

Date: 8<sup>th</sup> December 2025

## **Independent examiner's report**

### **To the trustees of**

#### **Housing Matters (Bristol)**

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I report to the trustees on my examination of the accounts of the charitable company Housing Matters (Bristol) (the charity) for the year ended 31 March 2025, which are set out on pages 16 to 27.

#### **Responsibilities and basis of report**

As the trustees of the charitable company (and also its directors for the purposes of company law) you are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 ('the 2006 Act').

Having satisfied myself that the accounts of the charitable company are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of the charitable company's accounts as carried out under section 145 of the Charities Act 2011 ('the 2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under section 145(5) (b) of the 2011 Act.

#### **Independent examiner's statement**

Since the charitable company's gross income exceeded £250,000 your examiner must be a member of a body listed in section 145 of the 2011 Act. I confirm that I am qualified to undertake the examination because I am a member of the Institute of Chartered Accountants in England and Wales (ICAEW), which is one of the listed bodies.

I have completed my examination. I confirm that no material matters have come to my attention in connection with the examination giving me cause to believe that in any material respect:

- (1) accounting records were not kept in respect of the charitable company as required by section 386 of the 2006 Act; or
- (2) the accounts do not accord with those records; or
- (3) the accounts do not comply with the accounting requirements of section 396 of the 2006 Act other than any requirement that the accounts give a 'true and fair view' which is not a matter considered as part of an independent examination; or
- (4) the accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102).

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.

*Jennifer Dickinson*

Date: 8 December 2025

**Jennifer Dickinson ACA**

**Member of the ICAEW**

**Godfrey Wilson Limited**

Chartered accountants and statutory auditors

5th Floor Mariner House

62 Prince Street

Bristol

BS1 4QD



# Housing Matters (Bristol)

## Statement of financial activities *(incorporating an income and expenditure account)*

For the year ended 31 March 2025

	Note	Restricted £	Unrestricted £	2025 Total £	2024 Total £
<b>Income from:</b>					
Donations and legacies	3	118,198	163,403	<b>281,601</b>	270,580
Charitable activities	4	131,068	81,561	<b>212,629</b>	167,068
Investments		-	3,727	<b>3,727</b>	1,427
<b>Total income</b>		<u>249,266</u>	<u>248,691</u>	<u><b>497,957</b></u>	<u>439,075</u>
<b>Expenditure on:</b>					
Raising funds		-	25,464	<b>25,464</b>	16,587
Charitable activities		<u>277,796</u>	<u>177,729</u>	<u><b>455,525</b></u>	<u>415,753</u>
<b>Total expenditure</b>	6	<u>277,796</u>	<u>203,193</u>	<u><b>480,989</b></u>	<u>432,340</u>
<b>Net income / (expenditure) and net movement in funds</b>	7	(28,530)	45,498	<b>16,968</b>	6,735
<b>Reconciliation of funds:</b>					
Total funds brought forward		<u>59,582</u>	<u>152,381</u>	<u><b>211,963</b></u>	<u>205,228</u>
<b>Total funds carried forward</b>		<u><u>31,052</u></u>	<u><u>197,879</u></u>	<u><u><b>228,931</b></u></u>	<u><u>211,963</u></u>

All of the above results are derived from continuing activities. There were no other recognised gains or losses other than those stated above. Movements in funds are disclosed in note 13 to the accounts.

## Housing Matters (Bristol)

### Balance sheet

As at 31 March 2025

	Note	£	2025 £	2024 £
<b>Current assets</b>				
Debtors	10	32,543		18,177
Cash at bank and in hand		<u>206,233</u>		<u>201,075</u>
		<b>238,776</b>		219,252
<b>Liabilities</b>				
Creditors: amounts falling due within 1 year	11	<u>(9,845)</u>		<u>(7,289)</u>
<b>Net current assets</b>			<u><b>228,931</b></u>	<u>211,963</u>
<b>Net assets</b>	12		<u><b>228,931</b></u>	<u>211,963</u>
<b>Funds</b>	13			
Restricted funds			<b>31,052</b>	59,582
Unrestricted funds				
General funds			<u><b>197,879</b></u>	<u>152,381</u>
<b>Total charity funds</b>			<u><b>228,931</b></u>	<u>211,963</u>

The directors are satisfied that the company is entitled to exemption from the provisions of the Companies Act 2006 (the Act) relating to the audit of the financial statements for the year by virtue of section 477, and that no member or members have requested an audit pursuant to section 476 of the Act.

The directors acknowledge their responsibilities for:

- (i) ensuring that the Company keeps proper accounting records which comply with section 386 of the Act; and
- (ii) preparing financial statements which give a true and fair view of the state of affairs of the Company as at the end of the financial year and of its profit or loss for the financial year in accordance with the requirements of section 393, and which otherwise comply with the requirements of the Act relating to financial statements, so far as applicable to the company.

These accounts have been prepared in accordance with the special provisions applicable to companies subject to the small companies' regime.

Approved by the trustees on 8 December 2025 and signed on their behalf by

*Andy Gibbard*

Andrew Gibbard - Chair of Trustees

## **Housing Matters (Bristol)**

### **Notes to the financial statements**

**For the year ended 31 March 2025**

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#### **1. Accounting policies**

##### **a) General information and basis of preparation**

Housing Matters (Bristol) is a charitable company limited by guarantee registered in England and Wales. The registered office address is Housing Matters (Bristol), Easton Business Centre, Felix Road, Easton, Bristol BS5 0HE.

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019) - (Charities SORP (FRS 102)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

Housing Matters (Bristol) meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy note.

##### **b) Going concern basis of accounting**

The accounts have been prepared on the assumption that the charity is able to continue as a going concern, which the trustees consider appropriate having regard to the current level of unrestricted reserves. There are no material uncertainties about the charity's ability to continue as a going concern.

##### **c) Income**

Income is recognised when the charity has entitlement to the funds, any performance conditions attached to the item of income have been met, it is probable that the income will be received and the amount can be measured reliably.

Income from the government and other grants, whether 'capital' grants or 'revenue' grants, is recognised when the charity has entitlement to the funds, any performance conditions attached to the grants have been met, it is probable that the income will be received and the amount can be measured reliably and is not deferred.

Income received in advance of provision of a specified service is deferred until criteria for income recognition are met.

##### **d) Interest receivable**

Interest on funds held on deposit is included when receivable and the amount can be measured reliably by the charity: this is normally upon notification of the interest paid or payable by the bank.

##### **e) Funds accounting**

Unrestricted funds are available to spend on activities that further any of the purposes of the charity. Restricted funds are donations which the donor has specified are to be solely used for particular areas of the charity's work or for specific projects being undertaken by the charity.

##### **f) Expenditure**

Expenditure is recognised once there is a legal or constructive obligation to make a payment to a third party, it is probable that settlement will be required and the amount of the obligation can be measured reliably.



## Housing Matters (Bristol)

### Notes to the financial statements

For the year ended 31 March 2025

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#### 1. Accounting policies (continued)

##### g) Allocation of support and governance costs

Support costs are those functions that assist the work of the charity but do not directly undertake charitable activities. Governance costs are the costs associated with the governance arrangements of the charity, including the costs of complying with constitutional and statutory requirements and any costs associated with the strategic management of the charity's activities. These costs have been allocated in full to charitable activities.

##### h) Debtors

Trade and other debtors are recognised at the settlement amount due after any trade discount offered. Prepayments are valued at the amount prepaid net of any trade discounts due.

##### i) Cash at bank and in hand

Cash at bank and cash in hand includes cash and short term highly liquid investments with a short maturity of three months or less from the date of acquisition or opening of the deposit or similar account.

##### j) Creditors

Creditors and provisions are recognised where the charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably. Creditors and provisions are normally recognised at their settlement amount after allowing for any trade discounts due.

##### k) Pension costs

The charity operates a defined contribution pension scheme for its employees. There are no further liabilities other than that already recognised in the SOFA.

##### l) Accounting estimates and key judgements

In the application of the charity's accounting policies, the trustees are required to make judgements, estimates and assumptions about the carrying values of assets and liabilities that are not readily apparent from other sources. The estimates and underlying assumptions are based on historical experience and other factors that are considered to be relevant. Actual results may differ from these estimates.

The estimates and underlying assumptions are reviewed on an ongoing basis. Revisions to accounting estimates are recognised in the period in which the estimate is revised if the revision affects only that period, or in the period of the revision and future periods if the revision affects both current and future periods.

The key sources of estimation uncertainty that have a significant effect on the amounts recognised in the financial statements are accrued income as described in note c above.

## Housing Matters (Bristol)

### Notes to the financial statements

For the year ended 31 March 2025

#### 2. Prior period comparatives: statement of financial activities

	Restricted £	Unrestricted £	2024 Total £
<b>Income from:</b>			
Donations and legacies	68,662	201,918	270,580
Charitable activities	85,000	82,068	167,068
Investments	-	1,427	1,427
<b>Total income</b>	<b>153,662</b>	<b>285,413</b>	<b>439,075</b>
<b>Expenditure on:</b>			
Raising funds	-	16,587	16,587
Charitable activities	179,256	236,497	415,753
<b>Total expenditure</b>	<b>179,256</b>	<b>253,084</b>	<b>432,340</b>
<b>Net income / (expenditure) for the year and net movement in funds</b>	<b>(25,594)</b>	<b>32,329</b>	<b>6,735</b>

#### 3. Income from donations and legacies

	Restricted £	Unrestricted £	2025 Total £
Donations	-	9,103	9,103
Grants	118,198	154,300	272,498
<b>Total income from donations and legacies</b>	<b>118,198</b>	<b>163,403</b>	<b>281,601</b>

#### Prior period comparative:

	Restricted £	Unrestricted £	2024 Total £
Donations	-	7,980	7,980
Grants	68,662	193,938	262,600
<b>Total income from donations and legacies</b>	<b>68,662</b>	<b>201,918</b>	<b>270,580</b>

## Housing Matters (Bristol)

### Notes to the financial statements

For the year ended 31 March 2025

#### 4. Income from charitable activities

	Restricted £	Unrestricted £	2025 Total £
Grants	131,068	-	131,068
Contracts	-	81,561	81,561
<b>Total income from charitable activities</b>	<b>131,068</b>	<b>81,561</b>	<b>212,629</b>

#### Prior period comparative:

	Restricted £	Unrestricted £	2024 Total £
Grants	85,000	10,000	95,000
Contracts	-	72,068	72,068
<b>Total income from charitable activities</b>	<b>85,000</b>	<b>82,068</b>	<b>167,068</b>

Charitable activities income presented as "income received from partnerships" in the prior year accounts has been split between grants and contracts in the above note.

#### 5. Government grants

The charitable company receives government grants, defined as funding from Bristol City Council Household Support grant to fund charitable activities. The total value of such grants in the period ending 31 March 2025 was £131,068 (2024: £85,000). There are no unfulfilled conditions or contingencies attaching to these grants in 2024/25.

## Housing Matters (Bristol)

### Notes to the financial statements

For the year ended 31 March 2025

#### 6. Total expenditure

	Raising funds £	Charitable activities £	Support and governance costs £	2025 Total £
Staff costs (note 8)	17,521	315,374	17,521	<b>350,416</b>
Fundraising	7,943	-	-	<b>7,943</b>
Rent, utilities, and repairs	-	-	35,225	<b>35,225</b>
Venue hire	-	288	-	<b>288</b>
Travel expenses	-	632	-	<b>632</b>
Interpreting	-	5,220	-	<b>5,220</b>
Telephone	-	1,582	-	<b>1,582</b>
Insurance	-	-	846	<b>846</b>
IT Costs	-	8,629	4,620	<b>13,249</b>
Postage, printing and stationery	-	1,014	-	<b>1,014</b>
Refreshment	-	1,151	-	<b>1,151</b>
Legal and professional fees	-	233	3,784	<b>4,017</b>
Training	-	7,294	-	<b>7,294</b>
Payroll services	-	-	644	<b>644</b>
Subscriptions	-	4,771	-	<b>4,771</b>
Office move and furniture	-	-	2,233	<b>2,233</b>
Sundry expenses	-	-	1,214	<b>1,214</b>
Recruitment	-	177	-	<b>177</b>
Marketing, comms and website costs	-	3,323	-	<b>3,323</b>
Accounts and IE	-	-	5,593	<b>5,593</b>
Project costs - Homefull	-	24,000	-	<b>24,000</b>
Project Costs - other	-	10,157	-	<b>10,157</b>
<b>Sub-total</b>	<b>25,464</b>	<b>383,845</b>	<b>71,680</b>	<b>480,989</b>
Allocation of support and governance costs	-	71,680	(71,680)	-
<b>Total expenditure</b>	<b>25,464</b>	<b>455,525</b>	<b>-</b>	<b>480,989</b>

Total governance costs were £7,726 (2024: £5,588)

## Housing Matters (Bristol)

### Notes to the financial statements

For the year ended 31 March 2025

#### 6. Total expenditure (continued)

##### Prior period comparative

	Raising funds £	Charitable activities £	Support and governance costs £	2024 Total £
Staff costs (note 8)	-	292,118	-	292,118
Fundraising	16,587	-	-	16,587
Rent, utilities, and repairs	-	-	36,566	36,566
Venue hire	-	308	-	308
Travel expenses	-	1,014	-	1,014
Interpreting	-	4,865	-	4,865
Telephone	-	1,788	-	1,788
Insurance	-	-	1,252	1,252
IT Costs	-	1,894	4,864	6,758
Postage, printing and stationery	-	274	-	274
Refreshment	-	1,052	-	1,052
Legal and professional fees	-	733	2,327	3,060
Training	-	4,289	-	4,289
Payroll services	-	-	614	614
Subscriptions	-	5,072	-	5,072
Sundry expenses	-	313	7	320
Recruitment	-	1,387	-	1,387
Marketing, comms and website costs	-	143	-	143
Accounts and IE	-	-	4,992	4,992
Project costs - Homefull	-	47,764	-	47,764
Project Costs - other	-	2,117	-	2,117
<b>Sub-total</b>	16,587	365,131	50,622	432,340
Allocation of support and governance costs	-	50,622	(50,622)	-
<b>Total expenditure</b>	16,587	415,753	-	432,340



## Housing Matters (Bristol)

### Notes to the financial statements

#### For the year ended 31 March 2025

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##### 7. Net movement in funds

This is stated after charging:

	2025 £	2024 £
Trustees' remuneration	Nil	Nil
Trustees' reimbursed expenses	Nil	260
Independent examiner's remuneration (excluding VAT):	<u>2,500</u>	<u>2,400</u>

In common with other charities of our size and nature we use our independent examiners to assist with the preparation of the financial statements.

##### 8. Staff costs and numbers

Staff costs were as follows:

	2025 £	2024 £
Salaries and wages	307,790	260,791
Social security costs	25,378	18,512
Pension costs	<u>17,248</u>	<u>12,815</u>
	<u>350,416</u>	<u>292,118</u>

No employee earned more than £60,000 during the current or prior year.

The key management personnel of the charitable company comprise the Trustees, Charity Director and Interim Charity Director. The total employee benefits of the key management personnel were £80,128 (2024: £52,729).

	2025 No.	2024 No.
Average head count	<u>12</u>	<u>10</u>

##### 9. Taxation

The charity is exempt from corporation tax as all its income is charitable and is applied for charitable purposes.

## Housing Matters (Bristol)

### Notes to the financial statements

For the year ended 31 March 2025

#### 10. Debtors

	2025 £	2024 £
Prepayments	8,042	7,992
Accrued income	20,476	-
Other debtors	4,025	10,185
	<b>32,543</b>	<b>18,177</b>

#### 11. Creditors: amounts falling due within 1 year

	2025 £	2024 £
Trade creditors	3,533	1,266
Accruals	4,348	4,301
Other creditors	1,964	1,722
	<b>9,845</b>	<b>7,289</b>

#### 12. Analysis of net assets between funds

	Restricted funds £	General funds £	Total funds £
Current assets	31,052	207,724	<b>238,776</b>
Current liabilities	-	(9,845)	<b>(9,845)</b>
<b>Net assets at 31 March 2025</b>	<b>31,052</b>	<b>197,879</b>	<b>228,931</b>

#### Prior period comparative

	Restricted funds £	General funds £	Total funds £
Current assets	59,582	159,670	219,252
Current liabilities	-	(7,289)	(7,289)
<b>Net assets at 31 March 2024</b>	<b>59,582</b>	<b>152,381</b>	<b>211,963</b>

## Housing Matters (Bristol)

### Notes to the financial statements

For the year ended 31 March 2025

#### 13. Movements in funds

	At 1 April 2024 £	Income £	Expenditure £	At 31 March 2025 £
<b>Restricted funds</b>				
Santander Foundation	41,666	-	(41,666)	-
Bellway Homes	500	-	(500)	-
PPL Ltd	10,000	-	(10,000)	-
Wessex Water	4,000	-	(4,000)	-
(1) Quartet Community Resilience Fund	1,666	-	(1,666)	-
(2) Quartet Community Resilience Fund	-	9,997	(1,471)	<b>8,526</b>
Bauer Media	1,750	-	(1,750)	-
National Lottery - Awards for all	-	16,104	(16,104)	-
National Lottery - Reaching Communities	-	75,105	(56,329)	<b>18,776</b>
Charles Plater Trust	-	15,000	(11,250)	<b>3,750</b>
Citizens' Advice (Bristol City Council)	-	131,068	(131,068)	-
Co-operative Bank Customer Donation Fund	-	992	(992)	-
Arnold Clark Community Fund	-	1,000	(1,000)	-
<b>Total restricted funds</b>	<b>59,582</b>	<b>249,266</b>	<b>(277,796)</b>	<b>31,052</b>
<b>Unrestricted funds</b>				
General funds	152,381	248,691	(203,193)	<b>197,879</b>
<b>Total unrestricted funds</b>	<b>152,381</b>	<b>248,691</b>	<b>(203,193)</b>	<b>197,879</b>
<b>Total funds</b>	<b>211,963</b>	<b>497,957</b>	<b>(480,989)</b>	<b>228,931</b>

#### Purposes of restricted funds

Santander Foundation	Funding for the Homefull project in partnership with Talking Money. Homefull project costs include apportioned staff and overheads.
Bellway Homes	Funding for the Homefull project in partnership with Talking Money.
PPL Ltd	Funding for the Bristol Court Advice Network project.
Wessex Water	Funding for the 'Working Up Stream' project.
(1) Quartet Community Resilience Fund	Funds received for activities to improve the charity's digital infrastructure.
(2) Quartet Community Resilience Fund	Funding for strategy development.

## Housing Matters (Bristol)

### Notes to the financial statements

For the year ended 31 March 2025

#### 13. Movement in funds (continued)

##### Purposes of restricted funds (continued)

Bauer Media	Cash for kids, funding to supply food vouchers to vulnerable families.
National Lottery - Awards for all	Funding for a digital communications project.
National Lottery - Reaching Communities	Funding for the 'Working Up Stream' project.
Charles Plater Trust	Funding for the 'Working Up Stream' project.
Citizens' Advice (Bristol City Council)	Funding for the advice service.
Co-operative Bank Customer Donation Fund	Funding for the 'Working Up Stream' project.
Arnold Clark Community Fund	Funding for the 'Working Up Stream' project.

##### Prior period comparative

	At 1 April 2023 £	Income £	Expenditure £	At 31 March 2024 £
<b>Restricted funds</b>				
Santander Foundation	85,176	41,666	(85,176)	41,666
Bellway Homes	-	500	-	500
Citizens' Advice Bureau (Bristol City Council)	-	85,000	(85,000)	-
PPL Ltd	-	10,000	-	10,000
Wessex Water	-	4,000	-	4,000
Quartet Community Resilience Fund	-	9,996	(8,330)	1,666
Bauer Media	-	2,500	(750)	1,750
<b>Total restricted funds</b>	<b>85,176</b>	<b>153,662</b>	<b>(179,256)</b>	<b>59,582</b>
<b>Unrestricted funds</b>				
General funds	120,052	285,413	(253,084)	152,381
<b>Total unrestricted funds</b>	<b>120,052</b>	<b>285,413</b>	<b>(253,084)</b>	<b>152,381</b>
<b>Total funds</b>	<b>205,228</b>	<b>439,075</b>	<b>(432,340)</b>	<b>211,963</b>

#### 14. Related party transactions

There were no related party transactions in the current or prior periods.