

Financial Statements

31 March 2024

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Housing Maintenance Solutions Limited
Company Registration Number: 07237932



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HMS BOARD MEMBERS, EXECUTIVE DIRECTORS, ADVISORS AND BANKERS

Board Member	Category	Changes in the year
David Young	Chair	
Peter Fieldsend	Board Member	
Paul Worthington	Board Member	
Ralph Middlemore	Board Member	
Catherine Murray Howard	Board Member	
Christine Fallon	Board Member	
Lisa Greenhalgh	Board Member	(to 21 September 2023)
Waqas Butt	Board Member	(from 21 September 2023)
Catherine Fearon	Company Secretary	

Registered office
Helena Central
4 Corporation Street
St Helens, Merseyside, WA9 1LD

Registered number
07237932

Auditors
BDO LLP
5 Temple Square
Temple Street
Liverpool, L2 5RH

Solicitors
Brabners LLP
Horton House
Exchange Flags
Liverpool, L2 3YL

Bankers
National Westminster Bank PLC
5 Ormskirk Street
St Helens, Merseyside, WA10 1DR

REPORT OF THE BOARD

The Board presents its report and audited financial statements for the year ended 31st March 2024.

Business Review

Housing Maintenance Solutions Limited (“HMS” or “the Company”) is a wholly owned subsidiary of Torus62 Limited (“Torus”). HMS is a building and maintenance company operating across the North West of England. In 2023-24 turnover increased to £125.7m (2023: £107.2m). The increase in turnover followed a trend of higher demand for repairs and maintenance works after the impact of the lockdown period, and increased awareness of the dangers of damp and mould. Operating loss was (£2.4m) (2023: profit £3.2m) due to increased turnover and reduced operating margins.

HMS is a wholly owned subsidiary of Torus62 Limited (“Torus”), which acquired HMS as part of the amalgamation of the Torus and Liverpool Mutual Homes groups on 1 January 2019. HMS is a company limited by shares.

Profits made by HMS are reinvested as a social dividend to support social outcomes. During 2023-24, HMS gift aided £3.2m and Social Value levy £0.5m to Torus Foundation (2022-23: £2.3m to Torus Foundation).

Donations

HMS has made no donations to political organisations during the period.

Post Balance Sheet Events

There are no other events since the year-end that have had a significant effect on HMS’s financial position.

Financial Management

HMS’s approach to financial management is outlined in the Strategic Report.

Board Members and Executive Directors

Details of the Board members who served throughout the year and up to the date of this report are detailed on page one.

Insurance policies indemnify Board members and officers against liability when acting for the Company.

Employees

HMS recognises the importance of employee engagement in the Company’s culture in order to maintain on-going success. Various mechanisms exist to involve, motivate and communicate with employees and the values of the organisation are embedded within the operating practices. HMS is committed to achieving equality and diversity within the workplace and has policies in place to ensure opportunity and inclusion for individuals with regard to recruitment, employment, learning and development activities. HMS is aware of its responsibilities in respect of equality and diversity.

Average employee numbers in the year increased to 770 (2022/23-705).

REPORT OF THE BOARD (continued)

Business Relationships

HMS is committed to maintaining productive relationships with suppliers, customers and other stakeholders. Further details are set out in the Section 172 statement.

Financial Risk Management

The Company uses various financial instruments including cash, trade debtors and trade creditors that arise directly from its operations. The Company manages its credit risk through its customer take-on procedures. It is not currently exposed to any currency or interest rate risk.

Going Concern

Despite the results of last year, HMS is an inherently sound and profitable company. After reviewing the Company's forecasts and projections, the directors have a reasonable expectation that HMS has adequate resources to continue in operational existence for the foreseeable future being a period of not less than 12 months from the date of approval of these financial statements. The Company therefore continues to adopt the going concern basis in preparing its financial statements.

Annual General Meeting

HMS is not required to hold an Annual General Meeting under its Articles of Association.

Approval

The report of the Board was approved by the HMS Board on 22nd August 2024 and signed on its behalf by:



David Young
Chair

STRATEGIC REPORT

HMS provides construction and maintenance services for Torus group customers and other clients across the North West of England.

In 2023-24, HMS turnover increased to £125.7m (2022-23: £107.2m). HMS worked to manage the impacts of inflation and rising costs, reduced availability of materials and limited skilled labour in this financial year. HMS saw a substantial unplanned increase in reactive maintenance repair demands over the year requiring recruitment and mobilisation of over 200 temporary staff to meet demand. A number of lossmaking fixed price legacy development projects tendered during Covid were also completed this financial year. All these factors negatively impacted efficiency and profit margins within the year. Operating loss for the year was (£2.4m) (2022-23: profit £3.2m). The business plan indicates that these factors are now resolved, and that HMS will trade profitably for the foreseeable future.

To support growth a £4.0m intragroup loan is in place with Torus62 Limited, through both a £1.0m and £3.0m facilities. In response to increased growth of third party and development contracts and the increased working capital required to repair larger empty Torus properties, the total working capital facility was increased and combined into a single facility of £6.0m. £6.0m was drawn at 31st March 2024. In response to this continued growth, the facility was extended until 31st March 2028. Loans are secured through a debenture over HMS assets.

HMS is committed to providing broad value in the community. As part of the contract with Torus62 Limited, HMS pays a Social Value Levy on the turnover it receives. During 2023-24, HMS gift aided £3.2m and Social Value levy £0.5m to Torus Foundation (2022-23: £2.3m to Torus Foundation). These funds are used specifically for social projects in the communities in which the Group operates.

HMS successfully has retained its repairs and maintenance service as the tier 1 contractor for Torus with a new five-year contract worth £450 million starting from 1st April 2023.

Repairing and maintaining homes

HMS undertakes reactive and planned maintenance activities for Torus and other landlord clients, including Cobalt Housing and Steve Biko Housing Association. Performance for the year was as follows:

- 233,855 repairs completed, including emergencies;
- 642 average responsive repairs completed per day;
- £31.7m investment and modernisation in 2,356 homes;
- 99% routine and emergency repairs completed within target time (2022-23: 100%);
- 34,943 homes received certified gas test; *and*
- 7,046 domestic and commercial electrical tests were completed.

On average, routine repairs were completed in 17 days. HMS staff maintain a high level of competence through training, effective systems and processes and compliance with accredited bodies such as NICEIC, Gas Safe and Fensa.

During the year, HMS undertook planned maintenance projects that included the installation of:

- 369 bathrooms
- 680 kitchens
- 359 boilers
- 21,917 smoke and heat alarms

STRATEGIC REPORT (continued)

Cyclical and Environmental teams maintain in excess of 40,000 properties each year including facilities maintenance, external repairs and painting, cleaning, and grounds maintenance activities.

Refurbishment

HMS undertakes refurbishment activities for various clients across the region in addition to Torus owned properties. In 2023-24 this included a flagship modernisation refurbishment of a high rise building in Warrington, Kingsway house. This involved creating modern living conditions within the building for residents but also made environmental enhancements to the exterior that has made the building more aesthetically pleasing for the community while improving the carbon performance.

Property development

HMS completed a total of 242 new build units during the financial year across 6 schemes and was on site with a further 472 units at year end. HMS has taken over 4 sites after contractor failure adding 186 units to its on-site programme. The projects range in size and complexity with many of them delivered on a Design and Build contract basis. This activity is anticipated to reduce in line with original business plan projections following completion of projects secured as a result of contractors going into administration.

Service Performance

Business critical key performance indicators (KPIs) are used by the HMS Board and the Operational Management Team to monitor achievement with respect to the delivery of HMS's corporate objectives. These include financial, regulatory and operational measures.

Key Performance Indicator	2023/24 Performance	2023/24 Target
% All HMS repairs completed in target	99%	95%
% HMS staff turnover	12.1%	15%
HMS Turnover	£125m	£107m
HMS average working days lost due to sickness absence	9.9 days	12 days

In addition to financial performance, the HMS Board and Operational Management Team receive regular performance reports on headline KPIs, which have been identified as being critical to the delivery of HMS's Corporate Plan. Key performance data is reviewed quarterly by the board and monthly by the Operational Management Team.

Contract performance is dictated to HMS by client organisations through contract documentation. Service-related contracts are reviewed annually.

The Business Plan anticipates continuing to meet key performance targets set for 2024-25; however the challenge will be to deliver the performance at a reduced cost in a more challenging post pandemic operating environment.

STRATEGIC REPORT (continued)

Environmental Management and Carbon Usage

The Company is required to disclose information relating to energy and carbon emissions through the Companies (Directors' Report) and Limited Liability Partnerships (Energy and Carbon Report) Regulations 2018 (SI 2018/1155).

The annual quantity of emissions in tonnes of carbon dioxide resulting from activities for which the Company is responsible involving:

- The combustion of gas is 637,811kWh (116.67 tonnes CO₂e) (2023: 23,326 kWh (4.26 tonnes CO₂e)).
- The consumption of fuel for the purposes of transport is 930,623kWh (2,333.24 tonnes CO₂e) (2023: 699,327 litres (1,686.46 tonnes CO₂e)).
- The annual quantity of emissions in tonnes of carbon dioxide equivalent resulting from the purchase of electricity by the Company for its own use is 98,790kWh (20.46 tonnes CO₂e) (2023: 123,441 kWh (23.87 tonnes CO₂e)).
- On an aggregate basis, total emissions represent 0.180 tonnes CO₂e (2023:0.0423 tonnes CO₂e) per employee.

These figures are extracted from the Streamlined Energy and Carbon Reporting (SECR) statement for 2023-24. Prepared by independent consultants, this is based on records kept to a standard format approved by the provider and compiled through a systematic methodology.

Measures to reduce future emissions are detailed in the Energy Efficiency Action Statement included in the above report. It details programmes of installing energy-efficient heating systems (including ground and air source heat pumps), roof coverings and UPVC windows. Solar PV opportunities are also being actively explored.

Future Prospects

HMS continues to provide repairs and maintenance services to the Torus Group. This includes a full range of workstream activities from technical trade crafts to environmental activities including cleaning and green space maintenance. In addition to this HMS also continues to support both the investment and house building programs for Torus62 Limited. HMS is established as one of the largest providers of housing maintenance services in the North West, placing it in a strong position to develop further services including those related to energy efficiency.

HMS successfully retained its repairs and maintenance service as the tier 1 contractor for Torus with a new five-year contract worth £450 million starting from 1st April 2023.

Risks to Delivery of the Business Plan

Risks that may prevent HMS delivering its Business Plan are reported to the Group Audit and Risk Committee on a quarterly basis. Risks are recorded and assessed in terms of their impact and probability with the report analysing:

- HMS's current exposure to these risks;
- The management action to mitigate this exposure; *and*
- The high-risk areas critical to successful delivery of the Business Plan.

STRATEGIC REPORT (continued)

A summary of the current risk areas for Contracting Operations are provided below:

Key Risk	Status	Planned Development in Internal Controls
Inability to deliver services due to staff/resources.	<ul style="list-style-type: none"> Continued challenges with the availability of skilled staff and sub-contractors 	<ul style="list-style-type: none"> Growth retention plans and review of the sub-contracting supply chain arrangements. Wider resource planning and use of Apprenticeships
Inadequate safety arrangements	<ul style="list-style-type: none"> ISO45001 accreditation retained. Workplace Health & Safety Inspections. Accident Frequency Rates are within target 	<ul style="list-style-type: none"> The HMS Safety Committee continues to take oversight of Health & Safety arrangements across the business.
Potential loss or failure of systems and key business processes	<ul style="list-style-type: none"> ICT system capability is currently being managed with regular meetings with system provider scheduled. 	<ul style="list-style-type: none"> On-going service improvement actions around additional processes and administration staff to support the business. New finance system implementation planned for 2025.
Insufficient revenue and cashflow to sustain long-term financial resilience	<ul style="list-style-type: none"> Continued requirement of loan facility to provide sufficient working capital. 	<ul style="list-style-type: none"> Cash balances are monitored daily. Productivity reporting Unmatched report to ensure contractors and supply chain are paid in line with conditions.

HMS Board reviews all strategic risks on a quarterly basis.

Section 172 Statement

Section 172 of the Companies Act 2006 requires Directors to take into consideration the interests of stakeholders and other matters in their decision making. The Directors continue to have regard to the interests of the Company’s employees and other stakeholders, the impact of its activities on the community, the environment and the Company’s reputation for good business conduct when making decisions. In this context, acting in good faith and fairly, the Directors consider what is most likely to promote the success of the Company for its members in the long term. We explain in this annual report, and below, how the Board engages with stakeholders.

- The Company promotes and maintains regular contact with its key customers and suppliers. The Company supports its main customers’ community and social programmes and actively supports the tenants of Torus62 Limited.
- The Company maintains regular contact and performance reviews with key suppliers. The Company is committed to paying its suppliers in a timely and effective manner and actively support the prompt payment initiatives.

STRATEGIC REPORT (continued)

- The Company adopts a strong performance culture which is embedded within the organisation which allows performance to be measured and scrutinised by both management and Board. A suite of key performance indicators has been agreed and annual targets are set to ensure continuous improvement across all business operations which are monitored via performance management software. Where performance is not reaching the required expectations, a clear explanation is provided and actions are agreed to address any issues and ensure improvement in performance.
- The Company, as part of the Torus62 Group, adopts the National Housing Federation Governance code of conduct, details of which are published in the group annual reports.
- The Company actively engages with all its employees including trade union forums, weekly team briefings, toolbox talks, an ongoing recognition policy and rewards schemes.
- The Directors are fully aware of their responsibilities to promote the success of the Company in accordance with section 172 of the Companies Act 2006. To ensure the Company is operating in line with good corporate practice, all Directors receive refresher training on the scope and application of section 172 in writing. This encourages the Board to reflect on how the Company engages with its stakeholders and opportunities for enhancement in the future and was considered at the Company's Annual General Meeting. A section 172 notice has been included with the board papers since 1 April 2019. As required, the Senior Legal Counsel and Company Secretary will provide support to the Board to help ensure that sufficient consideration is given to issues relating to the matters set out in s172(1)(a)-(f).
- The Board regularly reviews the composition of the Company's principal stakeholders and how it engages with them. This is achieved through information provided by management and also by direct engagement with stakeholders themselves.
- The Company aims to work responsibly with its stakeholders, including suppliers and customers and as a business is actively involved in its key customers' community initiatives and intervention programmes. The Board has recently reviewed its anti-corruption, anti-bribery, equal opportunities and whistleblowing policies.

STRATEGIC REPORT (continued)

The key Board decisions made in the year are set out below:

Significant events/decisions	Key s172 matter(s) affected	Actions and impact
Approved Business Plan and Budget	Customers, Employees and Wider Community	<ul style="list-style-type: none"> The Board has approved 5-year plan for the business and annual budget to set targets and growth aspirations for the medium-term plans
Torus Repair and Maintenance Contract	Customers, Employees	<ul style="list-style-type: none"> Tender commencement and Financial arrangements agreed April 2023.
Working Capital Facilities	All	<ul style="list-style-type: none"> The board reviewed working capital facilities with group parent have been put in place to support business trading arrangements
24/25 Pay Claim	Employees	<ul style="list-style-type: none"> Employee pay agreement reached with Trade Union representatives and staff
Risk Appetite Modelling	All	<ul style="list-style-type: none"> The Board has reviewed and set risk appetite model for future business plans, growth and market diversity focusing on Torus Group Activities
Strategic Operational Targets reviewed	All	<ul style="list-style-type: none"> Revised key performance indicators and business growth targets for the financial year agreed reporting targets considering revised business plans
Health and Safety Arrangements	Customers, Employees	<ul style="list-style-type: none"> The Board reviewed HMS Health and safety arrangements endorsing the Torus Group Health and safety Policy
Business Strategic Risks	All	<ul style="list-style-type: none"> The Board reviewed HMS Strategic risks and management actions
Quality Management Arrangements	Customers, Employees	<ul style="list-style-type: none"> The Board approved HMS Quality Policy

Approval

The Strategic Report was approved by the Board on 22nd August 2024 and signed on its behalf by:



David Young
Chair

STATEMENT OF THE RESPONSIBILITIES OF THE DIRECTORS FOR THE REPORT AND FINANCIAL STATEMENTS

The Directors are responsible for preparing the Strategic Report and Report of the Board and the Financial Statements in accordance with applicable law and regulations.

Company law requires the Directors to prepare Financial Statements for each financial year. Under that law the Directors have elected to prepare the financial statements in accordance with United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice), including Financial Reporting Standard 102, 'The Financial Reporting Standard applicable in the UK and Republic of Ireland'. Under company law the Directors must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs and profit or loss of the Company for that period.

In preparing these Financial Statements, the Directors are required to:

- select suitable accounting policies and then apply them consistently;
- make judgments and accounting estimates that are reasonable and prudent and;
- state whether applicable UK Accounting Standards 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 Company will continue in business.

The Directors are responsible for keeping adequate accounting records that are sufficient to show and explain the Company's transactions and disclose with reasonable accuracy at any time the financial position of the Company and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the Company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

The Directors confirm that:

- so far as each Director is aware, there is no relevant audit information of which the Company's auditor is unaware; and
- The Directors have taken all the steps that they ought to have taken as directors in order to make themselves aware of any relevant audit information and to establish that the auditors are aware of that information.

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

Approval

The Statement of the responsibilities of the directors for the report and financial statements was approved by the Board on 22nd August 2024 and signed on its behalf by:



David Young - Chair

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF HOUSING MAINTENANCE SOLUTIONS LIMITED

Opinion on the financial statements

In our opinion the financial statements:

- give a true and fair view of the state of the Company's affairs as at 31 March 2024 and of its loss for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

We have audited the financial statements of Housing Solutions Maintenance Limited ("the Company") for the year ended 31 March 2024 which comprise Statement of comprehensive income, Statement of financial position, Statement of changes in equity and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is 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).

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditor's responsibilities for the audit of the financial statements section of our report. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Independence

We are independent of the Company in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements.

Conclusions relating to going concern

In auditing the financial statements, we have concluded that the Directors' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the Company's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the Directors with respect to going concern are described in the relevant sections of this report.

Other information

The Directors are responsible for the other information. The other information comprises the information included in the Strategic report and report of the Board, other than the financial statements and our auditor's report thereon. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF HOUSING MAINTENANCE SOLUTIONS LIMITED

Our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the course of the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

Other Companies Act 2006 reporting

In our opinion, based on the work undertaken in the course of the audit:

- the information given in the Strategic report and the Directors' report for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the Strategic report and the Directors' report have been prepared in accordance with applicable legal requirements.

In the light of the knowledge and understanding of the Company and its environment obtained in the course of the audit, we have not identified material misstatements in the Strategic report or the Directors' report.

We have nothing to report in respect of the following matters in relation to which the Companies Act 2006 requires us to report to you if, in our opinion:

- adequate accounting records have not been kept, or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of Directors' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit.

Responsibilities of Directors

As explained more fully in the Statement of Directors Responsibilities, the Directors are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the Directors determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the Directors are responsible for assessing the Company'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 the Directors either intend to liquidate the Company or to cease operations, or have no realistic alternative but to do so.

Auditor's responsibilities for the audit of the financial statements

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 an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF HOUSING MAINTENANCE SOLUTIONS LIMITED

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 the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

Extent to which the audit was capable of detecting irregularities, including fraud¹

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below:

Non-compliance with laws and regulations

Based on:

- Our understanding of the Company and the industry in which it operates;
- Discussion with management and those charged with governance; and
- Obtaining and understanding of the Company's policies and procedures regarding compliance with laws and regulations.

We considered the significant laws and regulations to be the applicable accounting framework, FRS 102, UK tax legislation, etc.

The Company is also subject to laws and regulations where the consequence of non-compliance could have a material effect on the amount or disclosures in the financial statements, for example through the imposition of fines or litigations. We identified such laws and regulations to be the health and safety legislation, employment equity act etc.

Our procedures in respect of the above included:

- Review of minutes of meeting of those charged with governance for any instances of non-compliance with laws and regulations;
- Review of correspondence with tax authorities for any instances of non-compliance with laws and regulations;
- Review of financial statement disclosures and agreeing to supporting documentation; and
- Review of legal expenditure accounts to understand the nature of expenditure incurred.

We assessed the susceptibility of the financial statements to material misstatement, including fraud.

Our risk assessment procedures included:

- Enquiry with management and those charged with governance regarding any known or suspected instances of fraud;
- Obtaining an understanding of the Company's policies and procedures relating to:
 - Detecting and responding to the risks of fraud; and
 - Internal controls established to mitigate risks related to fraud.
- Review of minutes of meeting of those charged with governance for any known or suspected instances of fraud;
- Discussion amongst the engagement team as to how and where fraud might occur in the financial statements; and
- Performing analytical procedures to identify any unusual or unexpected relationships that may indicate risks of material misstatement due to fraud;

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF HOUSING MAINTENANCE SOLUTIONS LIMITED

Fraud

Based on our risk assessment, we considered the areas most susceptible to fraud to be management override of controls and maintenance income recognition.

Our procedures in respect of the above included:

- Testing a sample of journal entries throughout the year, which met a defined risk criteria, by agreeing to supporting documentation;
- Assessing significant estimates made by management for bias;
- Testing completeness of maintenance income and accrual;
- Performing reconciliation of external income from internal and external contracts with source report; and
- Selection of income recognised before and after the financial year end in order to assess whether the income has been recognised in the correct period.

We also communicated relevant identified laws and regulations and potential fraud risks to all engagement team members who were all deemed to have appropriate competence and capabilities and remained alert to any indications of fraud or non-compliance with laws and regulations throughout the audit.

Our audit procedures were designed to respond to risks of material misstatement in the financial statements, recognising that the risk of not detecting a material misstatement due to fraud is higher than the risk of not detecting one resulting from error, as fraud may involve deliberate concealment by, for example, forgery, misrepresentations or through collusion. There are inherent limitations in the audit procedures performed and the further removed non-compliance with laws and regulations is from the events and transactions reflected in the financial statements, the less likely we are to become aware of it.

A further description of our responsibilities is available on the Financial Reporting Council's website at: <https://www.frc.org.uk/auditorsresponsibilities>. This description forms part of our auditor's report.

Use of our report

This report is made solely to the Company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the Company's members those matters we are required to state to them 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 Company and the Company's members as a body, for our audit work, for this report, or for the opinions we have formed.

DocuSigned by:

Hamid Ghafoor

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Hamid Ghafoor (Senior Statutory Auditor)

For and on behalf of BDO LLP, Statutory Auditor

Manchester, UK

28 August 2024

BDO LLP is a limited liability partnership registered in England and Wales (with registered number OC305127).

STATEMENT OF COMPREHENSIVE INCOME

	Note	2024 £'000	2023 £'000
Turnover	3	125,653	107,236
Cost of sales		(128,070)	(104,045)
Operating (loss) / profit	4	(2,417)	3,191
Interest receivable		21	7
Interest payable		(384)	(107)
(Loss) / Profit on ordinary activities before taxation		(2,780)	3,091
Tax on (loss) / profit on ordinary activities	5	1,282	(149)
(Loss) / Profit for the financial year		(1,498)	2,942
Other comprehensive income		-	-
Total comprehensive (loss) / income for the year		(1,498)	2,942

The accompanying notes form part of these financial statements.

STATEMENT OF CHANGES IN EQUITY

	Share Capital	Revenue Reserve	Total
	£'000	£'000	£'000
Balance at 31 st March 2022	2,000	4,653	6,653
Profit for the year	-	2,942	2,942
Gift Aid to Torus	-	(2,310)	(2,310)
Balance at 31 st March 2023	2,000	5,285	7,285
Loss for the year	-	(1,498)	(1,498)
Gift Aid to Torus Foundation	-	(3,188)	(3,188)
Balance at 31 st March 2024	<u>2,000</u>	<u>599</u>	<u>2,599</u>

The accompanying notes form part of these financial statements.

STATEMENT OF FINANCIAL POSITION

	Note	2024 £'000	2023 £'000
Tangible fixed assets	7	<u>721</u>	<u>737</u>
Current assets			
Stock & work in progress	8	1,088	1,093
Debtors	9	15,256	20,608
Cash at bank and in hand		<u>6,378</u>	<u>1,656</u>
		22,722	23,357
Creditors: amounts falling due within one year	10	<u>(14,721)</u>	<u>(13,686)</u>
Net current assets		8,001	9,671
Total assets less current liabilities		8,722	10,408
Creditors: amounts falling due after more than one year	11	(6,000)	(3,000)
Provisions for liabilities	12	<u>(123)</u>	<u>(123)</u>
Net assets		<u>2,599</u>	<u>7,285</u>
Capital and reserves			
Share capital	13	2,000	2,000
Revenue reserve	14	<u>599</u>	<u>5,285</u>
Total funds		<u>2,599</u>	<u>7,285</u>

The financial statements were approved by the Board on 22nd August 2024 and signed on its behalf by:



David Young
Chair



Catherine Fearon
Secretary

Company number: 07237932

The accompanying notes form part of these financial statements.

NOTES TO THE FINANCIAL STATEMENTS

1. Legal status and principal activities

Housing Maintenance Solutions Limited (“the Company”) is a company limited by shares and is registered in England under the Companies Act. The company’s registered office is 4 Corporation Street, St Helens, Merseyside, WA9 1LD.

The Company’s principal activities include the provision of property maintenance and construction services. In 2023/24 the business undertook a range of reactive and planned maintenance projects to properties owned and managed by Torus62 Limited. In addition to this core activity, HMS has undertaken minor and major adaptation works and construction and refurbishment projects for third party customers across the North West, including other social housing providers and a number of new build development contracts for Torus62 Developments Limited.

2. Accounting policies

Basis of accounting

The Financial Statements have been prepared under the historical cost convention and in accordance with UK accounting standards, including Financial Reporting Standard 102, (the Financial Reporting standard applicable in the United Kingdom and the Republic of Ireland), and with the Companies Act 2006. The financial statements are presented in sterling (£).

The company has adopted the following disclosure exemptions as per FRS102:

- the requirement to present a statement of cash flows and related notes.
- financial instrument disclosures, including:
 - categories of financial instruments,
 - items of income, expenses, gains or losses relating to financial instruments, and exposure to and management of financial risks.
- the requirement to disclose key management personnel compensation.

This information is included in the consolidated financial statements of Torus62 Limited as at 31 March 2024 and these financial statements may be obtained from its registered office: 4 Corporation Street, St. Helens, Merseyside, WA9 1LD.

NOTES TO THE FINANCIAL STATEMENTS

Going Concern

Despite the financial performance of the last year, HMS is an inherently sound and profitable company. Business plans and budgets indicate that HMS will operate profitably and generate more than sufficient cash to remain viable in the foreseeable future.

The Company has successfully retained the R&M contract for Torus properties and in the medium term, Torus and Torus Developments will continue with investment and development activities ensuring a pipeline of work is available to HMS. Torus has committed to undertaking carbon reduction works on its stock and a new retrofit workstream has been built into the business plan from 24/25.

Non-group activity is less secure; however this accounts for approx. 10% - 15% of total turnover and stress testing indicates that reduced turnover in this workstream can be accommodated within the revised plan, with HMS remaining in overall profitability. Any loss of turnover will be mitigated by a similar reduction in costs.

Cash balances have remained steady and support through intragroup loan facility has been made available from Torus, ensuring HMS can meet its commitments in the short term.

After consideration of the above points it is concluded that there are no uncertainties that create a material risk to going concern for HMS and Financial Statements should be prepared on this basis.

Significant Judgements and Estimates

Preparation of the Financial Statements requires management to make significant judgements and estimates. There have been no significant judgements or estimates made in the preparation of these accounts.

Pensions

The Company provides a Group Stakeholder Money Purchase Pension Scheme supplied by AVIVA. The charge for the year represents the employer contribution payable to the scheme for the accounting period.

Turnover and revenue recognition

Turnover is the revenue arising from the provision of repairs, maintenance and construction services. It is stated at the fair value of the consideration receivable, net of value added tax. Revenue from services provided is recognised when the company has performed its obligations and in exchange obtained the right to consideration. Revenue from the sale of goods is recognised at the date of delivery.

NOTES TO THE FINANCIAL STATEMENTS

Tangible fixed assets and depreciation

Tangible fixed assets are measured at cost less accumulated depreciation and any accumulated impairment losses. Depreciation is provided on a straight-line basis over the expected useful economic lives of the asset over the following periods.

Telephony/computers	3-5 years
Furniture, fixtures and fittings	3-10 years

Useful economic lives of all tangible fixed assets are reviewed annually.

Operating lease agreements

Rentals payable under operating leases are charged to profit and loss on a straight-line basis over the terms of the lease, unless the rental payments are structured to increase in line with expected general inflation, in which case the company recognises annual rent expense equal to amounts owed to the lessor.

The aggregate benefit of lease incentives is recognised as a reduction to the expense recognised over the lease term on a straight-line basis.

Stocks and work-in-progress

Stock and work-in-progress is stated at the lower of cost and net realisable value. Net realisable value is the estimated selling price less all further costs to complete and all costs to be incurred in marketing and selling.

Debtors

Short term debtors are measured at transaction price, less any impairment.

Creditors

Short-term trade creditors are measured at the transaction price. Other financial liabilities are measured initially at fair value, net of transaction costs, and are measured subsequently at amortised cost using the effective interest method.

Intra-group Loan

The Company has an intra-group working capital loan facility of £6m with Torus62 Limited, its parent company. The current balance stands at £6m. Interest is paid monthly.

NOTES TO THE FINANCIAL STATEMENTS

Taxation

The charge for taxation is based on the taxable profit for the year and takes into account taxation deferred or accelerated because of timing differences between the treatment of certain items for accounting and taxation purposes.

Deferred tax is recognised on all timing differences where the transactions or events that give the company an obligation to pay more tax in the future, or a right to pay less tax in the future, have occurred by the balance sheet date. Deferred tax assets are recognised when it is more likely than not that they will be recovered. Deferred tax is measured using rates of tax that have been enacted or substantively enacted by the balance sheet date. Deferred tax balances are not discounted.

3. Turnover and Other income

	2024	2023
	£'000	£'000
Sale of goods	5,653	8,652
Construction and maintenance services	120,000	98,584
	<u>125,653</u>	<u>107,236</u>

All turnover for the current and prior periods arose in the United Kingdom.

4. Operating profit

This is arrived at after charging:

	2024	2023
	£'000	£'000
Depreciation of other tangible fixed assets	93	93
Operating lease rentals		
Land and buildings	83	86
Other	2,977	2,246
	<u>2,977</u>	<u>2,246</u>

Auditor's remuneration for the company is included within the fees to Torus62 Limited and charged to the Company via the service level agreement.

NOTES TO THE FINANCIAL STATEMENTS

5. Tax on ordinary activities

	2024 £'000	2023 £'000
Tax charge/(credit) for the year		
UK corporation tax	(1,282)	149
Deferred tax adjustment	-	-
Total tax charge/(credit)	<u>(1,282)</u>	<u>149</u>
Current tax reconciliation		
Profit on ordinary activities before tax	<u>(2,780)</u>	<u>3,091</u>
Theoretical tax at the standard rate of corporation tax in the UK of 25% (2023: 19%)	(695)	587
Effects of:		
Utilisation of Group relief	(587)	(438)
Fixed asset differences	-	-
Deferred tax adjustment	-	-
Tax in relation to business combination	-	-
Total tax charge/(credit)	<u>(1,282)</u>	<u>149</u>
Deferred tax asset	2024	2023
	£'000	£'000
At 1 April	28	28
Charge/(credit) for the year	-	-
At 31 March	<u>28</u>	<u>28</u>
Deferred tax asset comprises:		
Fixed asset timing differences	6	6
Short term timing differences	22	22
	<u>28</u>	<u>28</u>

The tax rate increased to 25% from 1 April 2023 (2023: tax rate 19%). Deferred tax has been calculated on the rate substantively enacted at the reporting date.

NOTES TO THE FINANCIAL STATEMENTS

6. Employees

Average monthly number of employees expressed in full time equivalents:

	2024	2023
	No.	No.
Administration	88	86
Housing, support and care	681	619
	<u>769</u>	<u>705</u>

Employee costs:

	2024	2023
	£'000	£'000
Wages and salaries	25,621	22,421
Social security costs	2,373	2,160
Other pension costs	1,772	1,696
	<u>29,766</u>	<u>26,277</u>

The Company operates a Stakeholder Money Purchase Pension Scheme supplied by AVIVA. The charge for the year represents contributions payable by the Company in respect of the year. Pension payments recognised as an expense during the year amount to £1,771,517 (2023: £1,695,832).

The full-time equivalent number of staff who received remuneration (excluding directors):

	2024	2023
	£'000	£'000
£60,001 to £70,000	18	15
£70,001 to £80,000	16	6
£80,001 to £90,000	1	3
£90,001 to £100,000	2	0
£100,001 to £110,000	0	0
£110,001 to £120,000	1	2
£120,001 to £130,000	0	0
£130,001 to £140,000	0	0
£140,001 to £150,000	0	0
£150,001 to £160,000	0	1
£160,001 to £170,000	1	0

Board Members and Executive Directors Remuneration

The current Chair is an independent board member and is employed by the Company. The amount paid in respect of emoluments in 2024 was £19k (2023: £9k).

NOTES TO THE FINANCIAL STATEMENTS

Six of the Company's directors are employed by the Company's parent undertaking Torus62 Limited (2023: six). One director is an executive member of the Company, one is an independent member and two directors are executive members and two are non-executive members of the Torus (Group) Board. Amounts paid by Torus62 Limited in respect of emoluments in 2024 were £435k (2023: £408k).

7. Tangible fixed assets

	Computer equipment £'000	Fixtures and fittings £'000	Total £'000
Cost			
At 1 April 2023	690	1,257	1,947
Additions	77	-	77
Disposals	(81)	-	(81)
At 31 March 2024	<u>686</u>	<u>1,257</u>	<u>1,943</u>
Depreciation			
At 1 April 2023	461	749	1,210
Charged in year	8	85	93
Disposals	(81)	-	(81)
At 31 March 2024	<u>388</u>	<u>834</u>	<u>1,222</u>
Net book value at 31st March 2024	<u>298</u>	<u>423</u>	<u>721</u>
Net book value at 31st March 2023	<u>229</u>	<u>508</u>	<u>737</u>

8. Stock and work in progress

	2024 £'000	2023 £'000
Raw materials	<u>1,088</u>	<u>1,093</u>
	<u><u>1,088</u></u>	<u><u>1,093</u></u>

Stock recognised in cost of sales during the year as an expense was £9.6m (2023: £10.9m). No stock has been pledged as security.

NOTES TO THE FINANCIAL STATEMENTS

9. Debtors

	2024	2023
	£'000	£'000
Due within one year		
Trade debtors	363	1,079
Provisions for bad debt	(271)	(720)
Other debtors	284	159
Prepayments and accrued income	2,690	3,614
Deferred tax (note 5)	28	28
Amounts owed by Group undertakings	11,467	16,448
Corporation tax	695	-
	<u>15,256</u>	<u>20,608</u>

An impairment loss of £nil (2023: £nil) was recognised against trade debtors.

10. Creditors: amounts falling due within one year

	2024	2023
	£'000	£'000
Trade creditors	3,379	2,131
Other taxation and social security	635	397
Other creditors	167	312
Accruals and deferred income	10,540	10,259
Corporation tax	-	587
	<u>14,721</u>	<u>13,686</u>

NOTES TO THE FINANCIAL STATEMENTS

11. Creditors: amounts falling due after one year

	2024 £'000	2023 £'000
Amounts owed to group undertakings	6,000	3,000
	<u>6,000</u>	<u>3,000</u>

	2024 £'000	2023 £'000
Amounts owed to group undertakings		
Due within one to two years	-	3,000
Due within two to five years	6,000	-
Total amounts due to group undertakings	<u>6,000</u>	<u>3,000</u>

HMS Limited entered into an intragroup loan facility for £6m at an interest rate of 3.0% above Bank of England base rate repayable 31st March 2028. The current balance drawn is £6.0m (2023 £3.0m).

12. Provisions for liabilities and charges

	Dilapidations £'000	Total £'000
At 1st April 2023	123	123
Additions	-	-
Utilised	-	-
Reversals	-	-
At 31st March 2024	<u>123</u>	<u>123</u>

13. Share capital

	2024 No. of shares	2024 Share capital value £'000	2023 No. of shares	2023 Share capital value £'000
At 31 March - Ordinary Shares of £1 each, allotted, called up and fully paid	2,000,000	2,000	2,000,000	2,000

The shares provide members with the right to vote at general meetings, but do not provide any rights to dividends.

NOTES TO THE FINANCIAL STATEMENTS

14. Reserves

Share capital represents the nominal value of shares that have been issued.

Revenue reserve includes all current and prior period retained profits and losses.

15. Operating leases

The Company's future minimum operating lease payments as a lessor are as follows;

Land and buildings, leases expiring	2024	2023
	£'000	£'000
Less than one year	83	82
Between one and five years	331	328
More than five years	-	-
	<u>414</u>	<u>410</u>
	<u><u>414</u></u>	<u><u>410</u></u>
Motor Vehicles, leases expiring	2024	2023
	£'000	£'000
Less than one year	-	77
Between one and five years	-	-
More than five years	-	-
	<u>-</u>	<u>77</u>
	<u><u>-</u></u>	<u><u>77</u></u>

16. Relationship with parent company

The immediate and ultimate parent company and controlling party is Torus62 Limited (Community Benefit Society 7973); registered office Helena Central, 4 Corporation St, St Helens, Merseyside WA9 1LD.

17. Related parties

The Company has taken advantage of the exemption under Financial Reporting Standard 102 section 33 and not disclosed transactions with Torus62 Limited, Torus Foundation and Torus62 Developments Limited on the grounds that all entities are wholly owned.