



Annual Complaints Performance and Service Improvement Report 2024-25

1. Introduction

This report is presented to the Board annually to enable review and scrutiny of our complaints and related performance. It will be published on our website together with a copy of the Board's response. In addition to the Annual Report, the Board receives regular reports regarding complaints via the KPI and TSM reports.

2. Annual Self-Assessment of Compliance with the Housing Ombudsman Complaints Handling Code

The Board has reviewed a copy of PCHA's self-assessment with the Ombudsman's Complaints Handling Code 2024. There are no areas of non-compliance recorded in the Self-Assessment. This is published on our website.

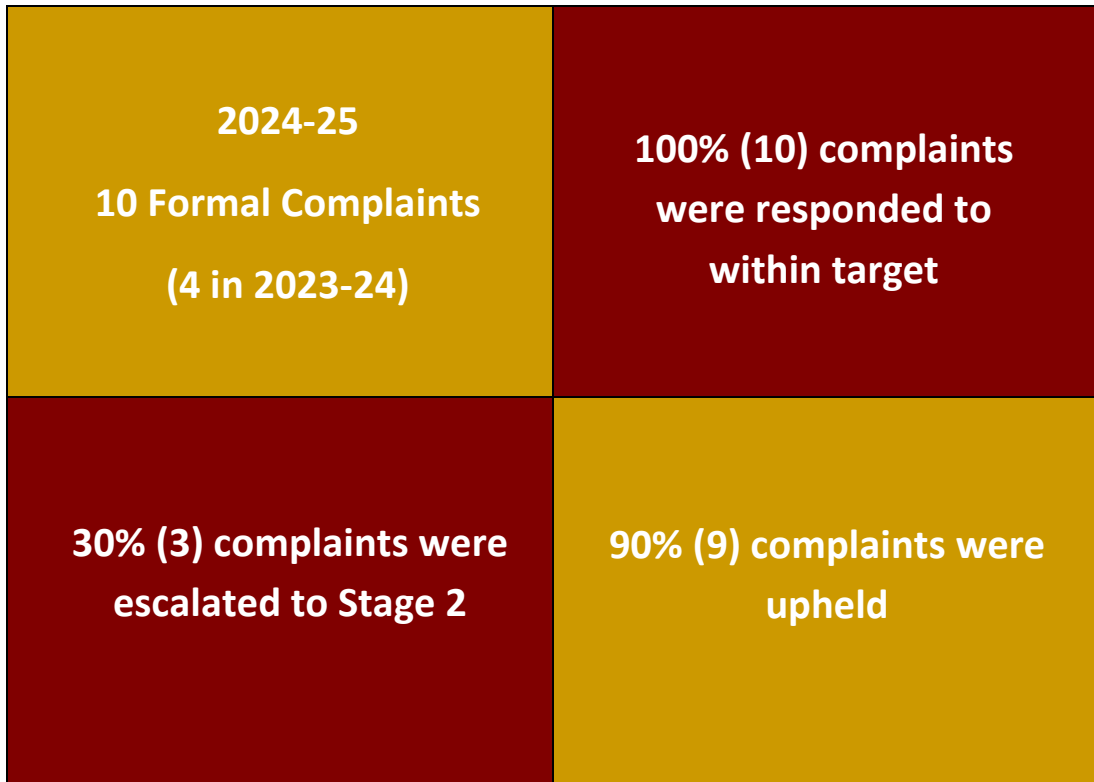
We are updating some of our processes including the introduction of formal risk assessments so we can demonstrate our consideration of individual needs when processing complaints.

3. Complaints Performance 2024-25: PCHA Owned Properties

The Association received and processed ten complaints via our 2-Stage Complaints handling process during 2024-25. This compared with four complaints in 2023-24. It should be noted that there were eight complainants, one of whom made three complaints.

Whilst there are no key themes linking these complaints, several have highlighted the need for better communication; something we are

addressing with the team and are seeking to improve throughout all our interactions with residents.



Where we have partially upheld a complaint as it involved several issues, we are reporting it as upheld.

3.1. Complaint Breakdown



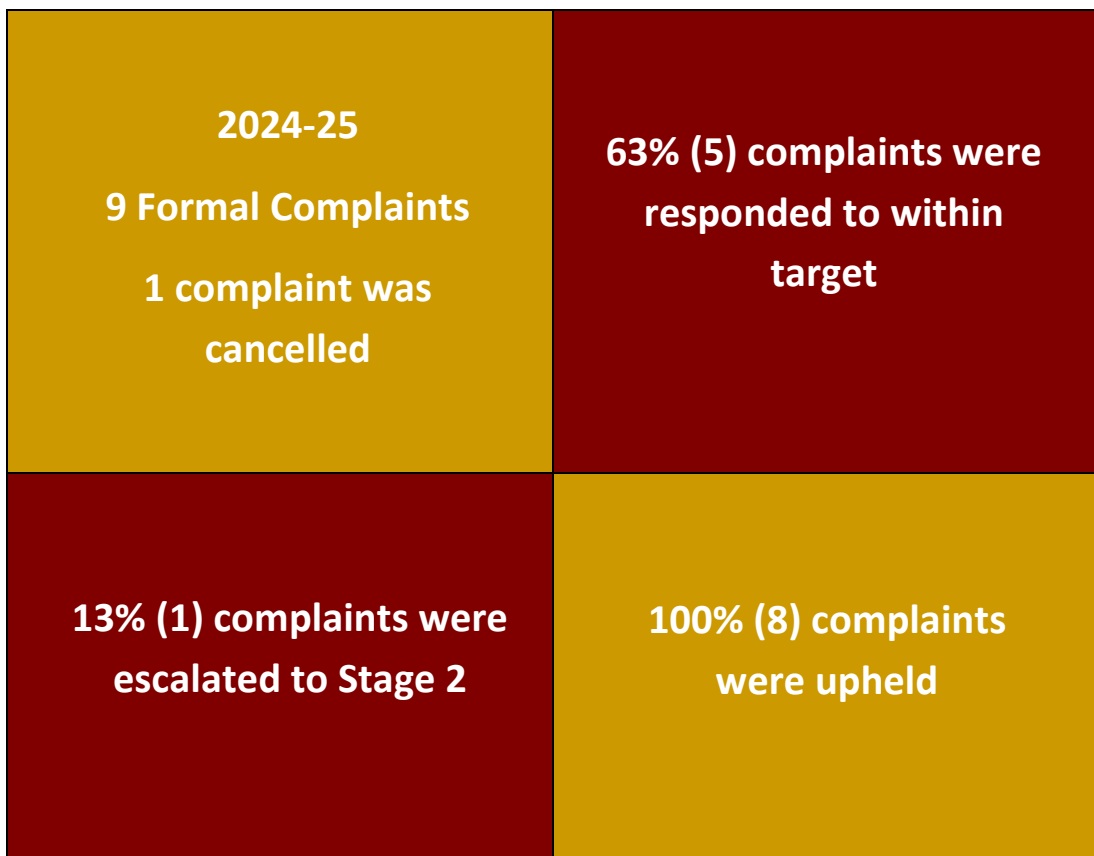
Type of complaint	Final Complaint Stage	Status	Within Target
Repairs	Stage 2	Upheld	Yes
Communal areas	Stage 2	Upheld	Yes (extension agreed with complainant)
Staff conduct	Stage 1	Not upheld	Yes
Tenancy services	Stage 1	Upheld	Yes
Income management	Stage 1	Not upheld	Yes
Income management	Stage 1	Upheld	Yes
Planned works	Stage 1	Upheld	Yes
Repairs	Stage 1	Upheld	Yes
Repairs	Stage 1	Upheld	Yes
Tenancy services	Stage 2	Upheld	Yes

In addition to the above, we received a determination from the Housing Ombudsman relating to a complaint handled by us in 2023/24. The Ombudsman confirmed there was reasonable redress in handling of a resident's reports of water ingress.

4. Complaints Performance 2024-25: London Borough of Bromley Contract (including Beehive Properties)

For properties managed under the London Borough of Bromley (LBB) contract, we received and processed nine complaints via our 2-Stage Complaints handling process since the contract commenced on 1 July 2024; however one of these was cancelled.

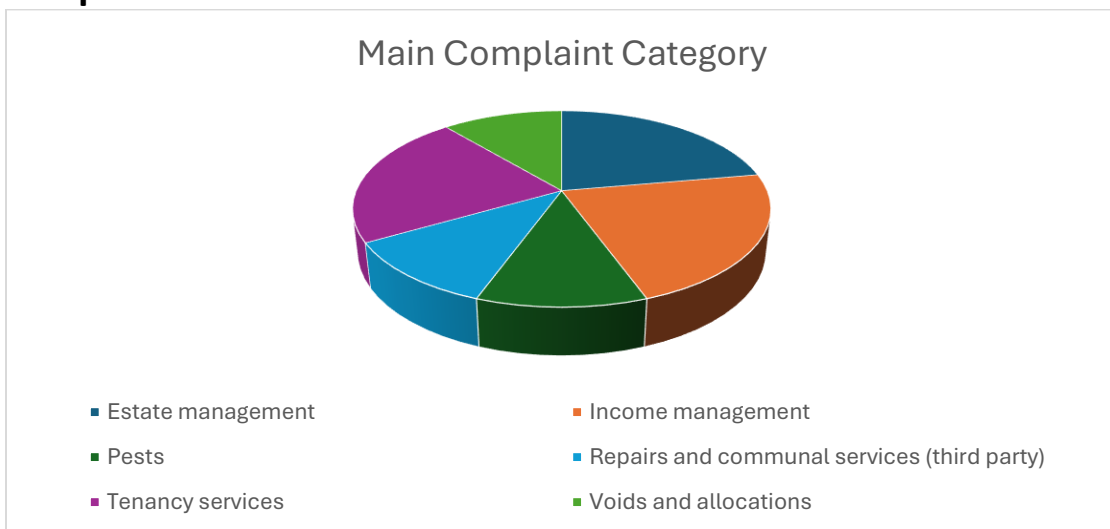
A copy of this report will be shared with LBB.



Five of these complaints related to issues which pre-date the commencement of the contract. We continue to work with residents and LBB to resolve any historic issues.

Where we have partially upheld a complaint as it involved several issues, we are considering it to be upheld.

4.1. Complaint Breakdown



Type of complaint	Final Complaint Stage	Status	Within Target
Tenancy services	Stage 1	Cancelled	N/A
Income management	Stage 1	Upheld	Yes
Estate management	Stage 1	Upheld	Yes (extension agreed with the complainant to allow further progression with required actions)
Voids and allocations	Stage 1	Upheld	Yes
Estate management	Stage 1	Upheld	Yes (deadline extension agreed with the complainant due to staff sickness)
Tenancy services	Stage 1	Upheld	No (unable to discuss the complaint details with the complainant due to the resident's very poor mental health. The matter was referred to a third party support agency in an attempt to resolve the matter)
Income management	Stage 1	Upheld	Yes
Repairs and communal services (third party)	Stage 2	Upheld	No (complex case and we were in ongoing discussions with the

			resident throughout the investigation stage)
Pests	Stage 1	Upheld	No (complex case and we were in ongoing discussions with the resident throughout the investigation stage)

In addition to the above, there was one complaint referred to the Housing Ombudsman in 2024-25. At the time the matter was referred, PCHA were not the managing agents. We have, however, complied with the Ombudsman’s request for information and are working with the resident to resolve the ongoing issue. This was also opened as a new complaint with PCHA, which has reached stage 1 of our complaints process.

5. Service Improvements

As a result of complaints during the year we have:

- Reminded staff about the need for clear and concise communication
- Provided training to staff
- Reminded staff of the importance of accurately recording all contacts from residents immediately
- Reminded staff about the need to ensure confidentiality is maintained at all times
- Improved our communication about planned works
- Held “Lessons Learnt” sessions with the team
- Introduced a complaints action tracker to ensure all follow up actions are completed
- Revised our void process to ensure more thorough testing of boilers which have been inactive for a long period

In addition, we will be:

- Reviewing our anti-social behaviour policy and procedure
- Reviewing our automatic repairs emails and SMS
- Reviewing how we record and monitor issues with components which are under warranty

6. Ombudsman's findings of Non-Compliance with the Code

There have been no findings of non-compliance with the code during the year.

7. Ombudsman's annual report about PCHA's performance

Not applicable– no report issued.

8. Relevant Reports from the Housing Ombudsman relevant to PCHA

Although we received a determination from the Ombudsman in April 2025, no publications in relation to the work of PCHA have been made.

We try to be proactive in our service delivery improvements rather than wait for complaints, and have used findings from the Ombudsman's reports to improve our services. For example, the Spotlight report on noise complaints (published October 2022) and the follow up report (April 2024) has changed how we manage complaints about noise, seeing the issue considered separately to ASB. This will be reflected in our new ASB policy and procedure.

We have also completed "lessons learnt" reviews to improve service delivery following complaints, resulting in various improvements to our policies and processes.

In May 2025, we launched our new Partnership Board with residents and this panel will review our complaints handling performance during 2025-26.