

Board Response to the Self-Assessment and Complaints Performance and Service Improvement Report

PCHA'S Board met on 16 June 2026 and reviewed PCHA's Self-Assessment of Compliance with Housing Ombudsman's Complaints Code 2024. The Board also reviewed the annual complaints performance and service improvement report.

We are assured that these reports are a true reflection of PCHA's complaint handling and that these reports are a reasonable reflection of our position, as well as a demonstration of our commitment to putting residents' needs and high service delivery at the core of what we do.

In reviewing these documents, we are assured that the self-assessment determines that PCHA is compliant with the Housing Ombudsman's Complaint Handling Code and that any complaints received from our residents will be dealt with in accordance with this. We have previously reviewed the Complaints Policy to ensure we are compliant with the Code, and we are satisfied there are relevant processes and procedures in place to ensure complaints from our residents will be dealt with appropriately and fairly. Furthermore, our Annual Complaints and Service Improvement Report 25/26 demonstrates that during this period we responded to all complaints in line with the Housing Ombudsman's Complaint Handling Code and that several service improvements were made following investigation and resident feedback.

As a provider of social housing owning just over 400 units and managing an additional c.275 units on behalf of the London Borough of Bromley (LBB), we have seen a significant increase in complaints during 2025-26. This increase is a common trend within the sector and we have identified a number of service improvements as a result of the complaints received. We recognise complaints as valuable resident feedback, and we continue to use them, along with other data, such as the TSM survey, to improve our performance and service delivery.

The Board also notes PCHA's complaints performance in relation to the LBB contract.

The Board recognises the work undertaken to follow up areas of performance improvement in respect of complaints received, good practice and feedback via our resident satisfaction survey and other resident engagement activities.