



Annual Complaints Performance and Service Improvement Report 2025-26

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.

3. Complaints Performance 2025-26: PCHA Owned Properties

PCHA received and processed twenty-four complaints via our 2-stage complaints handling process during 2025-26. This compared with ten complaints in 2024-25. It is worth noting that an increase in complaints is being seen across the sector. This is partly driven by Awaab's Law strengthening residents' rights and setting strict repair timeframes, alongside AI making it easier to submit highly detailed and sometimes inaccurate complaints.

For the purposes of clarity it is worth noting that with such small numbers percentages can be distortive so we also include the actual numbers where possible. Where we have partially upheld a complaint as it involved several issues, we are reporting it as upheld.

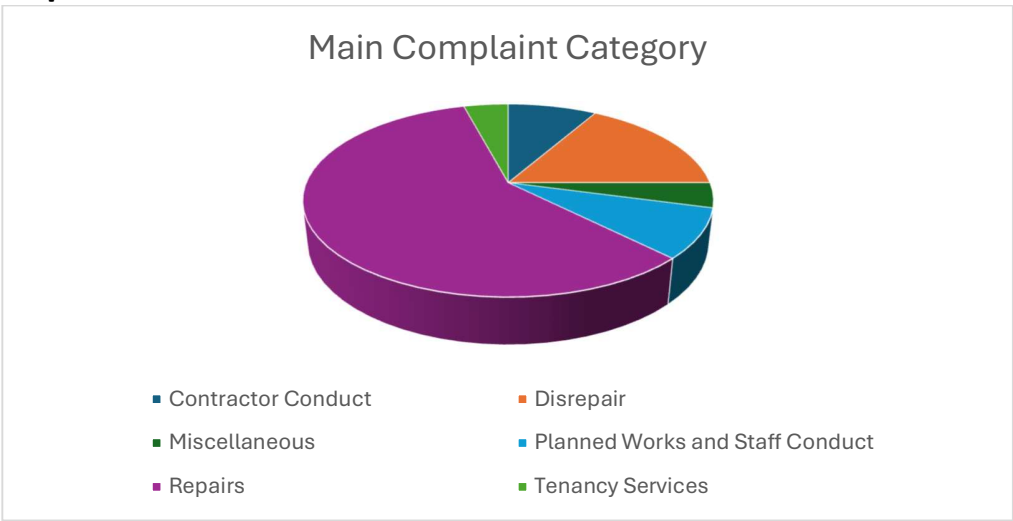
During 2025-26, we began recording disrepair claims as complaints in order to take a more proactive approach to resolving outstanding issues. Disrepair claims accounted for four of the complaints received during the year; three at Stage 1 and one Stage 2. Two of the three disrepair claims have since been withdrawn; one remains in progress.

Property related concerns were the main category of twenty-three complaints; the remaining complaint was regarding tenancy services. The key themes include failure to complete repairs in a timely manner, communication, and contractor conduct and management. During the year we experienced a high level of disruption within our Property Services team which impacted our service delivery and number of resulting complaints. This is being addressed as a matter of urgency and actions taken to improve service delivery are outlined below in Section 5.

2025-26 24 Formal complaints (10 in 2024-25)	100% (24) complaints were responded to within target
14.3% (3) Stage 1 complaints were escalated to Stage 2	87.5% (21) complaints were upheld*

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

3.1 Complaint Breakdown

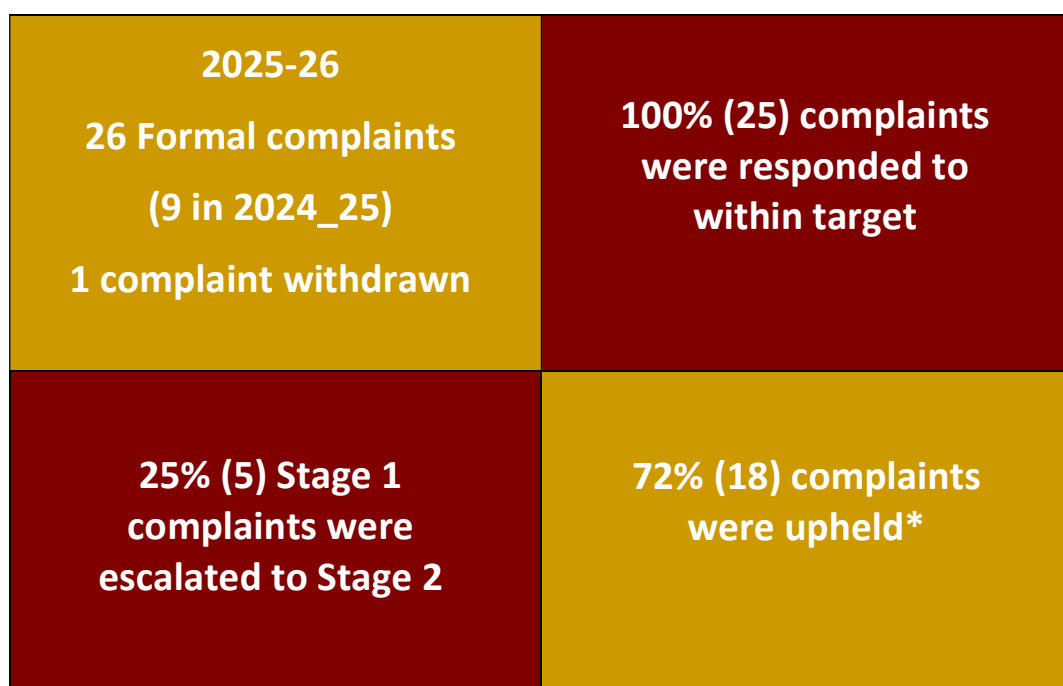


Main Complaint Category	Final Complaint Stage	Status	Within Target
Planned Works and Staff Conduct	Stage 1	Upheld	Yes
Repairs	Stage 1	Upheld	Yes (extension agreed with complainant)
Miscellaneous	Stage 1	Upheld	Yes
Repairs	Stage 1	Upheld	Yes
Planned Works and Staff Conduct	Stage 1	Upheld	Yes
Repairs	Stage 1	Upheld	Yes
Repairs	Stage 1	Upheld	Yes
Repairs	Stage 1	Upheld	Yes (extension agreed with complainant)
Contractor Conduct	Stage 2	Upheld	Yes (extension agreed with complainant)
Repairs	Stage 1	Upheld	Yes
Tenancy Services	Stage 1	Upheld	Yes
Disrepair	Stage 2	Upheld	Yes (extension agreed with complainant)
Contractor Conduct	Stage 1	Upheld	Yes
Disrepair	Stage 1	Not upheld	Yes (extension agreed with complainant)
Repairs	Stage 1	Upheld	Yes
Repairs	Stage 1	Upheld	Yes
Repairs	Stage 2	Not upheld	Yes
Disrepair	Stage 1	Upheld	Yes (extension agreed with complainant)
Repairs	Stage 1	Upheld	Yes
Repairs	Stage 1	Upheld	Yes (extension agreed with complainant)
Repairs	Stage 1	Upheld	Yes (extension agreed with complainant)

4. Complaints Performance 2025-26: London Borough of Bromley Contract (including Beehive Properties)

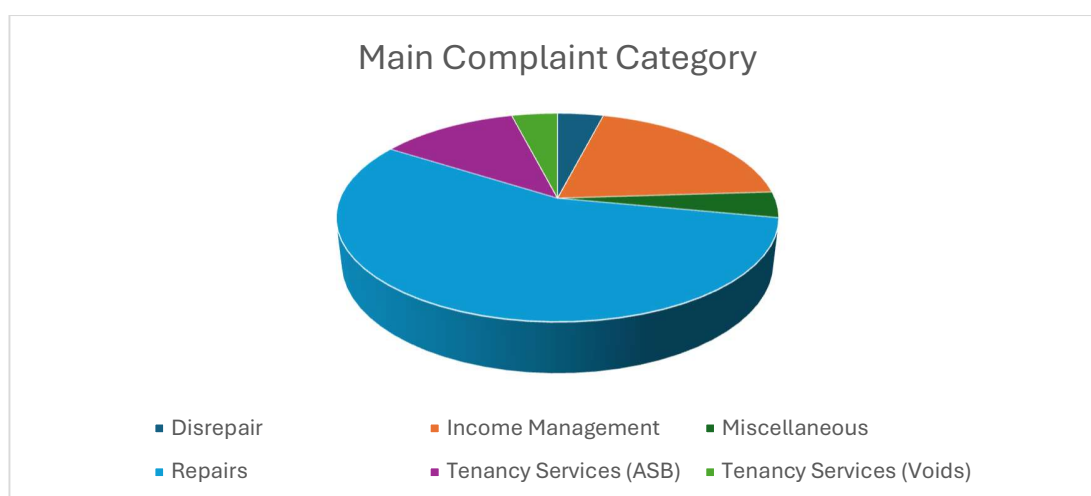
For properties managed under the London Borough of Bromley (LBB) contract, we received and processed twenty-six complaints via our 2-stage complaint handling process during 2025-26; however, one of these was withdrawn.

A copy of this report will be shared with LBB.



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

4.1. Complaint Breakdown



Main Complaint Category	Final Complaint Stage	Status	Within Target
Income Management	Stage 1	Upheld	Yes
Income Management	Stage 1	Upheld	Yes
Repairs	Stage 1	Upheld	Yes
Tenancy Services (ASB)	Stage 1	Upheld	Yes (extension agreed with complainant)
Tenancy services (ASB)	Stage 1	Upheld	Yes (extension agreed with complainant)
Tenancy Services (Voids)	Stage 1	Not upheld	Yes
Income Management	Stage 1	Upheld	Yes
Repairs	Stage 1	Not upheld	Yes
Repairs	Stage 1	Not upheld	Yes
Income Management	Stage 2	Upheld	Yes
Repairs	Stage 1	Upheld	Yes
Tenancy Services (ASB)	Stage 1	Upheld	Yes
Repairs	Stage 1	Upheld	Yes
Service Charges	Stage 2	Not upheld	Yes
Repairs	Stage 1	Upheld	Yes
Repairs	Stage 1	Upheld	Yes (extension agreed with complainant)
Repairs	Stage 2	Upheld	Yes
Repairs	Stage 1	Upheld	Yes (extension agreed with complainant)
Repairs	Stage 2	Upheld	Yes (extension agreed with complainant)
Disrepair	Stage 1	Not upheld	Yes

Miscellaneous	Stage 2 (Stage 1 handled by previous managing agents)	Upheld	Yes
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In addition to the above, we received an instruction from the Housing Ombudsman to escalate a complaint to Stage 2 which had been responded to by the previous managing agents at Stage 1. Our response was accepted by the resident, who subsequently withdrew the matter from the Ombudsman. This matter is therefore now closed.

One further complaint was referred to the Housing Ombudsman in 2025-26; the determination was received in April 26. The Ombudsman found:

- Maladministration in our handling of reports of damp and mould in the property due to not acting in a timely manner.
- Reasonable redress in our handling of the request for compensation for belongings damaged by mould.
- No maladministration in our handling of the related complaint.

We have complied with the Ombudsman's order to issue a further apology and compensation to the resident, and created a learning statement and action plan to improve our services.

5. Service Improvements

As a result of complaints during the year, we have:

- Reminded staff about the need for clear and concise communication
- Reminded staff about the need for accurate record keeping
- Reminded staff of the importance of accurately recording all contacts from residents immediately
- Provided complaint handling training to Managers
- Improved our communication about planned works
- Issued reminders about Awaab's Law and the need for swift vulnerability assessments
- Made a number of staffing changes within our Property Services Team
- Improved monitoring of shared inboxes
- Broadened our contractor base to improve repair response times
- Introduced IoT devices in households affected by recurrent damp, mould and condensation to allow greater monitoring and swift intervention
- Held "lessons learnt" sessions with the team.

In addition, we will be:

- Reviewing our anti-social behaviour policy and procedure
- Reviewing how we record lessons learnt
- Reviewing how we ensure action plans which exceed the lifetime of a complaint are fulfilled
- Reviewing how complex repairs cases are handled
- Improving the way we manage our contractors
- Delivering refresher training on Awaab's Law
- Introducing a case management system for Awaab's Law.

We also try to be proactive in terms of service improvements rather than wait for complaints and have used findings from the Ombudsman's reports to improve our services during the year. For example, we have committed to assessing ourselves against the spotlight report on damp and mould (2021) as part of the work to improve our handling of these cases.

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

No report has been issued, although we have been contacted by the Ombudsman to advise they have been reviewing housing complaint policies for local authorities. Given PCHA acts as a managing agent for LBB, the Ombudsman is also completing a review of PCHA. We await the outcome.

8. Relevant Reports from the Housing Ombudsman

No publications about PCHA were made during 2025-26.

9. Conclusion

We welcome complaints as an important source of feedback and we will always try to put things right quickly when they go wrong. Whilst it is always disappointing when we have not delivered the service our residents expect, we will always seek to be open, transparent and fair in looking at complaints and use the opportunity to improve how we work. We have also completed a number of "lessons learnt" reviews throughout the year to improve service delivery following complaints, resulting in various improvements to our policies and processes.