

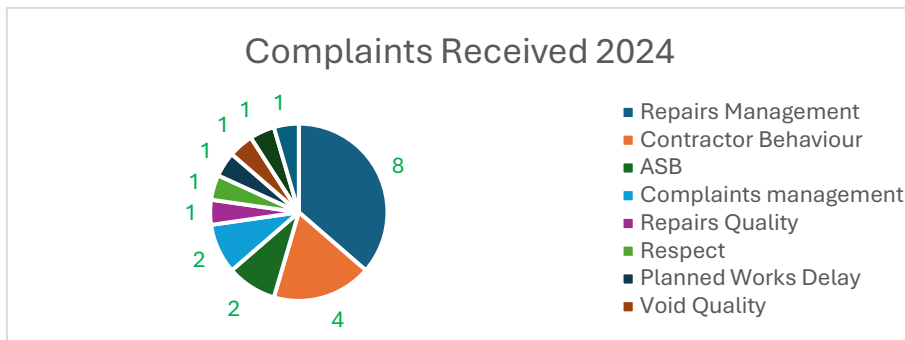
Annual Report to Residents Complaints Handling, Themes and Learning March 2025 - Covering Year 01/01/24 to 31/12/24.

As a registered social landlord, we adopt and abide by the Housing Ombudsman Service Code for complaint handling. As part of that code, we carry out an annual review of complaints that we have received, how we have managed them and what we have learned from them. This annual assessment is considered by our Board who also publish their response.

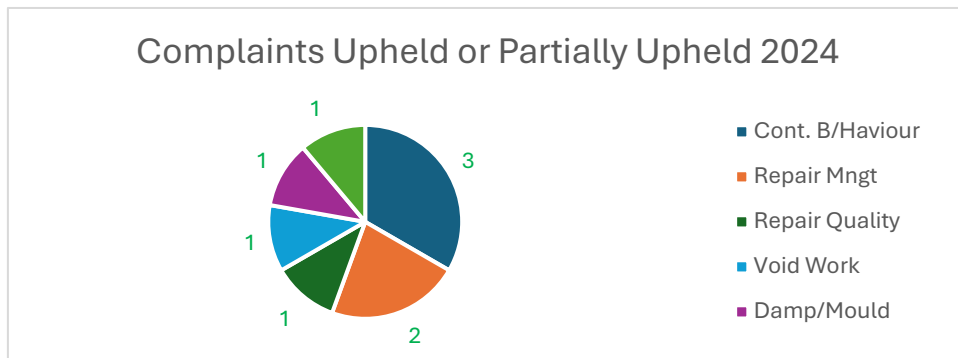
In the last financial year, we received 22 complaints from 12 customers. One customer made 8 complaints, one made 3, another 2 and the remaining 9 customers made one complaint each. All complaints were responded to within the published timescales.

What did people complain about?

The majority of complaints were about repairs management, repair quality or contractor behaviour (59%). 2 complaints (9%) were received about our management of an ASB issue in one of our blocks and the remaining complaints were individual issues.



We upheld or partially upheld 9 (41%) of the complaints we received:



Of those that we did not uphold, two were escalated to Stage 2 and were not upheld. One of these was taken to the Housing Ombudsman.

Housing Ombudsman Activity

We received two Housing Ombudsman determinations of complaints in 2024, both relating to the same resident and for issues raised in 2021 and 2023, respectively. The HOS found that there were both service failures and maladministration in relation to: -

- Our management of complaints
- Our management of reports of ASB
- Our record keeping.

The case reports were reviewed by our Board as well as our senior leadership team. We have improved our training for staff in complaint and ASB handling and we have introduced new systems to help us to improve our record keeping, which we believe will improve our service to residents in the future.

Learning From Complaints

We have drawn up learning from all the complaints upheld and some of those that were not upheld. Key action or learning coming from complaints has included:

- A new out-of-hours service which has been well received by residents as more dependable.
- A new process for checking that repairs have been completed.
- Reduced repairs turnaround times – moving from 14 days to 9 days on average.
- Training on ASB, Complaint Handling, Safeguarding and Neurodivergence for our staff team
- A ‘big listen’ programme – reaching out to residents in a more informal way to learn more about what matters most.
- Improving the specific information, we provide to residents at sign up and during periods of disruption such as hardship or when ASB is experienced.
- Introduction of the Noise App for all residents experiencing noise issues
- Working to make repairs more convenient for residents by offering more flexibility about times and grouping appointments together where possible

In 2025, we are introducing a new housing management system to manage our contact more effectively with residents, including complaints and repairs. This will shortly include a tenant portal and automatic repairs surveys on completion of work so we can act fast when things go wrong.

A More Human Approach

During the year, our Board asked an independent auditor to look at some of our day-to-day communication with residents. The aim was to make sure that our usual way of working with tenants reflects our values as a business. The auditor identified that we sometimes fall back on language that is remote, very corporate, or impersonal when we have to do difficult things such as dealing with debt or complaints or ASB. This can feel to residents as if we do not care about what is happening. We are actively working every day to offer a more personal and human approach – to really listen to residents, understand what matters most and to do what we can to help. If you don't experience this, please get in touch with our senior team at admin@phahomes.co.uk and we will be happy to speak with you.