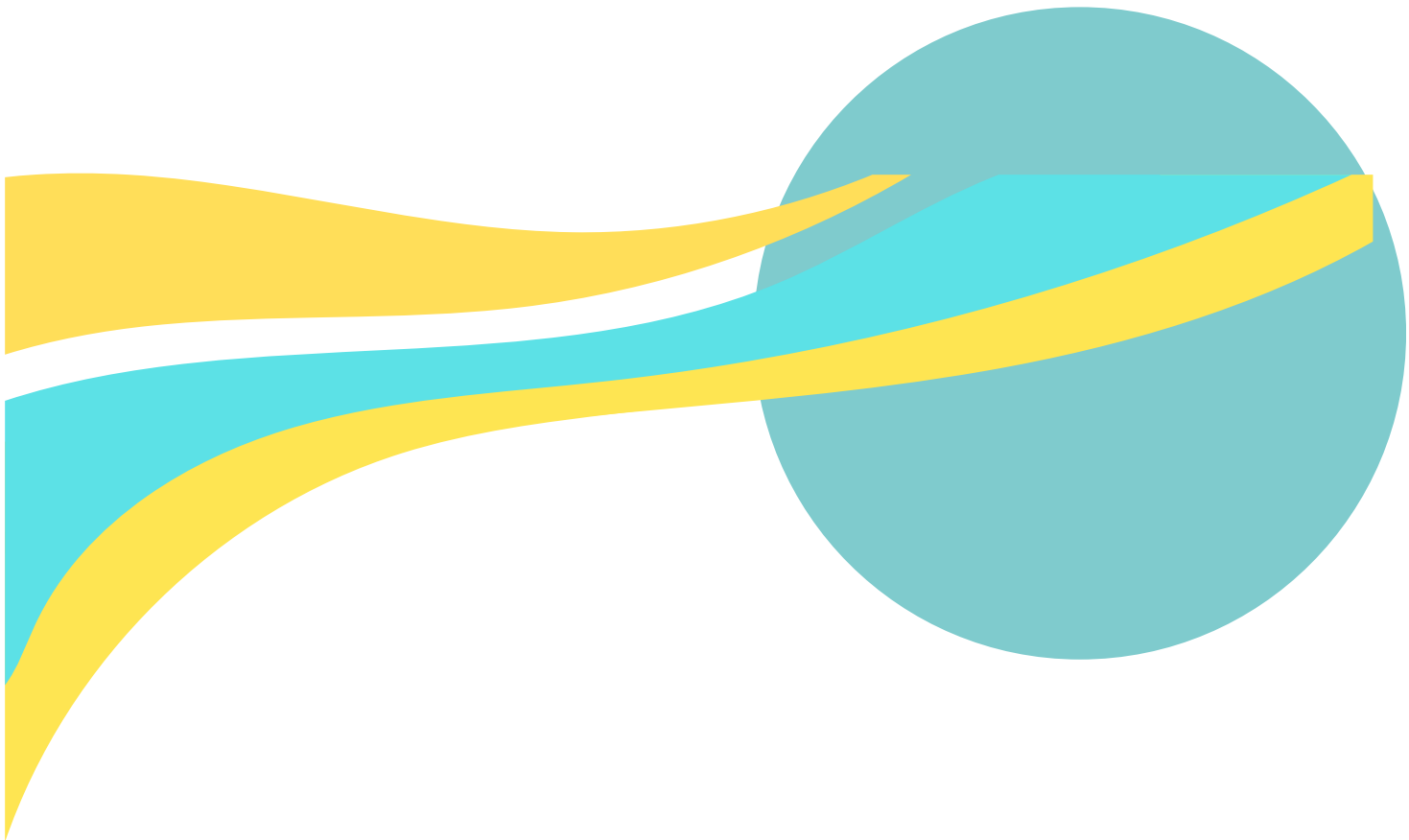


# Complaints Review Report

Full Year 2024-25



# Introduction

This report provides information on the number and type of complaints received about PRHA's services for the 12 months between 1<sup>st</sup> April 2024 and 31<sup>st</sup> March 2025.

It includes information about actions taken and changes made to PRHA processes and procedures as a result of those complaints, or in response to guidance and recommendations from the Ombudsman as part of their Insight reports. To provide context and trend information we have included figures from the two prior years.

## Getting help from the Housing Ombudsman

If you have raised a complaint with PRHA that has gone through both stages of our internal complaints procedure (Stage 1 and Stage 2) and are not happy with the response received you are able to refer your complaint formally to the Housing Ombudsman.

The Ombudsman may then chose to investigate the complaint and to support you in reaching an appropriate resolution with PRHA. The Housing Ombudsman service is also available to provide advice and guidance about a complaint you are making or wish to make at any point during the process (but will not be able to formally take on your complaint until after is has been through both stages of our procedure, as above).

If you wish to contact the Housing Ombudsman you can do so using the contact details below.

- Online complaint form:

<https://www.housing-ombudsman.org.uk/residents/bring-your-complaint-to-the-housing-ombudsman/>

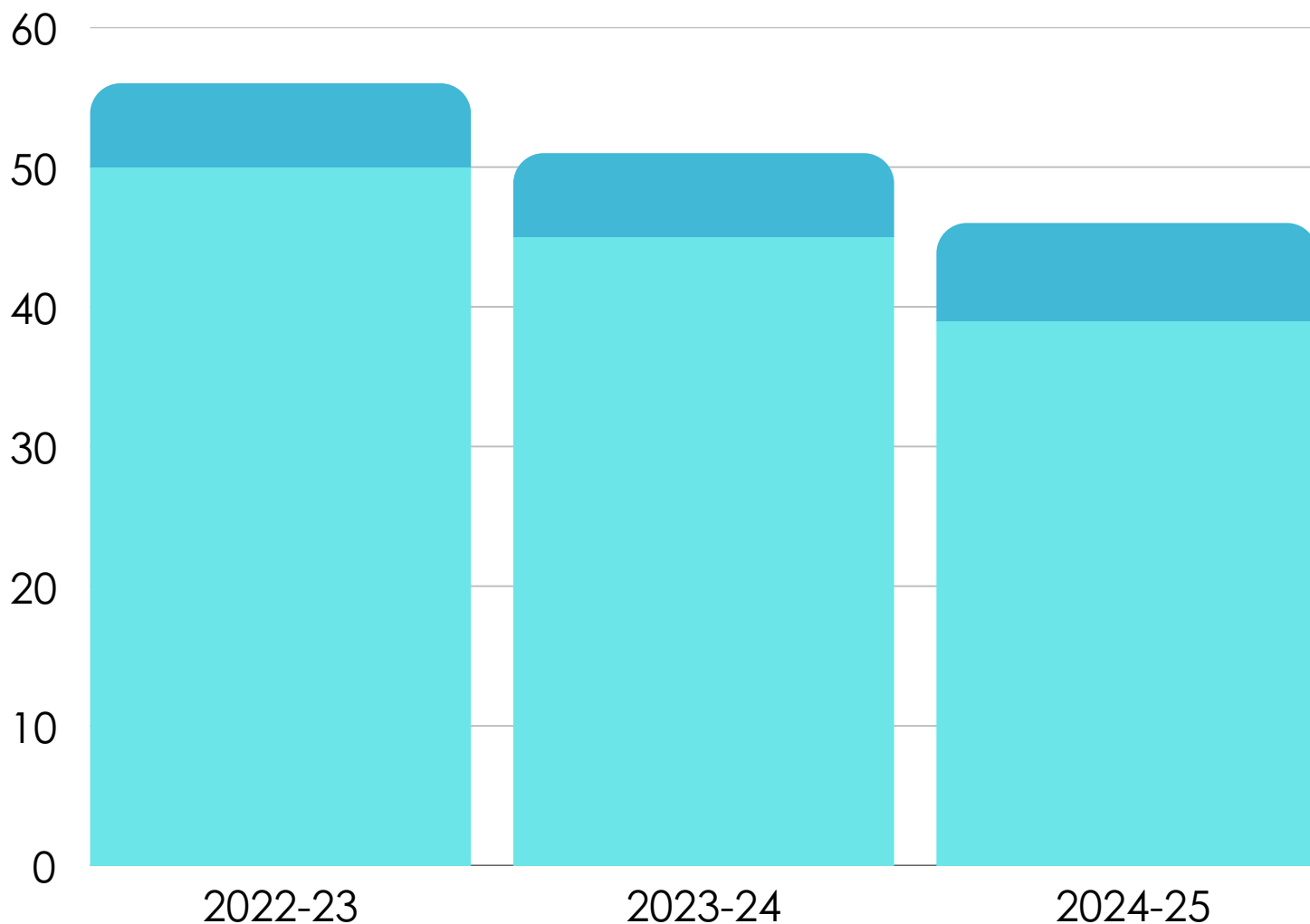
- Phone: 0300 111 3000
- Email: [info@housing-ombudsman.org.uk](mailto:info@housing-ombudsman.org.uk)
- Postal address: Housing Ombudsman Service, PO Box 1484, Unit D, Preston, PR2 0ET

You can also speak to your Housing Officer, Keyworker or Service Manager for advice and support on how to do this.



## Formal complaints received by year

● Stage 1 ● Stage 2

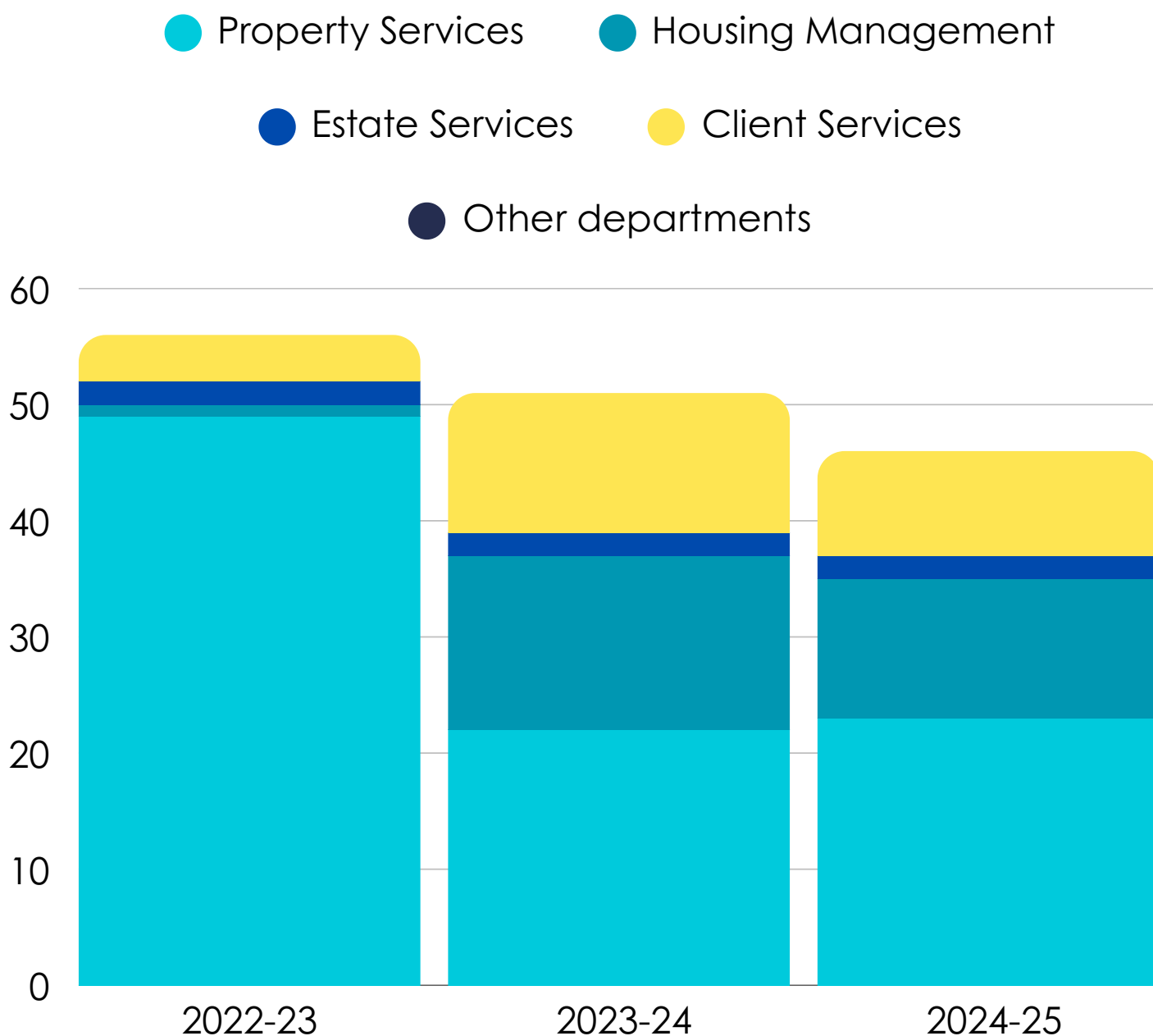


### 46

formal complaints were received in total about PRHA's services during 2024-25. We received and responded to 39 complaints at Stage 1 of our process. In 7 cases the resident was not satisfied with our response at Stage 1 and requested and escalation to Stage 2, bringing the total to 46 formal complaints received and responded to in the year.

No requests for escalation to Stage 2 were rejected, and all 7 were investigated and a further formal response provided with additional actions undertaken to resolve the issues raised where necessary.

## Complaints received by Department and Year



50% of the Stage 1 & Stage 2 complaints received (23 of 46) were concerned primarily with the service the resident had received after reporting repairs and maintenance issues. These were investigated and responded to by our Property Services department. At 50% of all complaints received this remains high relative to other departments, but it also represents a reduction from the much higher proportions we saw in 2021-22 (81%) and 2022-23 (88%).

It is worth noting that in 2021-22 PRHA undertook work in advance of the introduction of the Housing Ombudsman's Complaints Handling Code (introduced April 2022) around consulting residents and raising awareness of our complaints procedures and of how to make a complaint.

## Complaints received by Department and Year

This served to increase the number of complaints received and also saw an increase in the proportion of complaints concerning repairs within that overall increase. In addition, the impact of Covid on the availability of Contractors and building materials had a knock on effect in relation to repairs performance and on satisfaction with the service provided.

During 2021-22 and 2022-23 there was a relatively high turnover amongst the Property Services Team including Operatives, which may have also contributed to dissatisfaction with the service. The team has become much more stable since then, and their focus remains on providing a good maintenance service and on taking appropriate action to resolve issues when complaints are received. Learning has been taken by the Property Services Team as outlined later in this report.

It is also common for the maintenance teams of Housing Associations to have the highest proportion of complaints received, and reflects the importance to tenants of having a well-maintained home.

After Property Services, our Housing Management Team received the highest proportion of complaints during the year (26% - 12 of 46). This is a slight fall from the previous year (30%) but it still reflects that the Housing Management Team provides support with a wide range of areas for our residents (from rent accounts to dealing with ASB) and as such have a wide area of responsibility in relation to complaints.

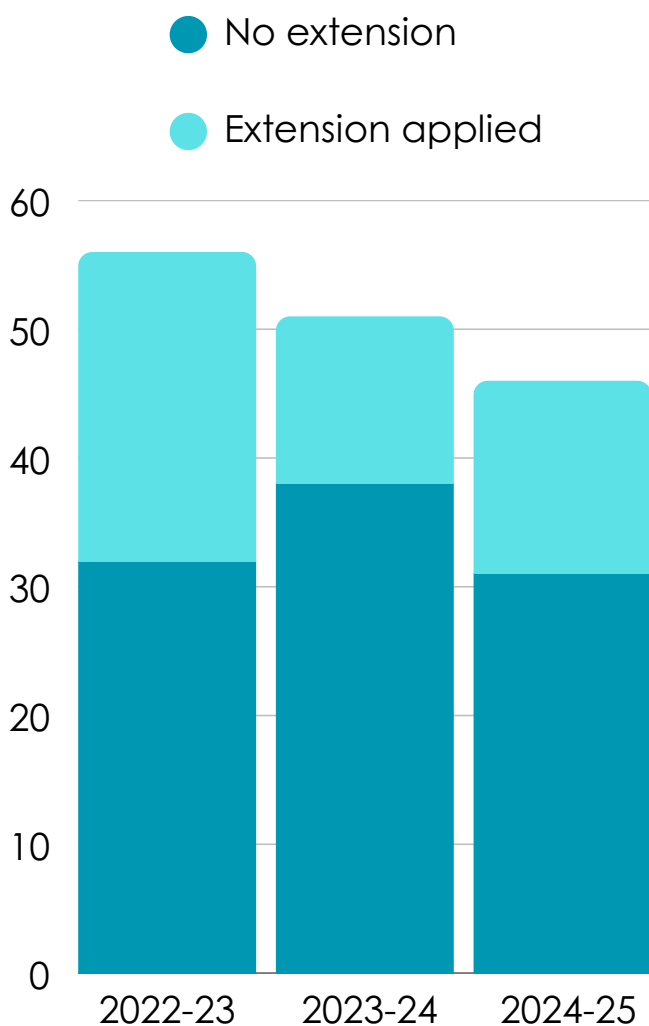
They are also now responsible for more formally providing Enhanced Housing Management Services to ensure the health and wellbeing of residents who may need additional support beyond that traditionally provided by Housing Management Teams.

This means that the Housing Management Team are often dealing with complaints involving more complex issues, as well as those where the actions that are needed involve both housing management and repairs aspects which can be more complex to resolve. The Housing Management Team tend to coordinate the investigation and responses to complaints where this is the case (2 of the 12 counted under Housing Management for the current half-year specifically included repairs aspects).

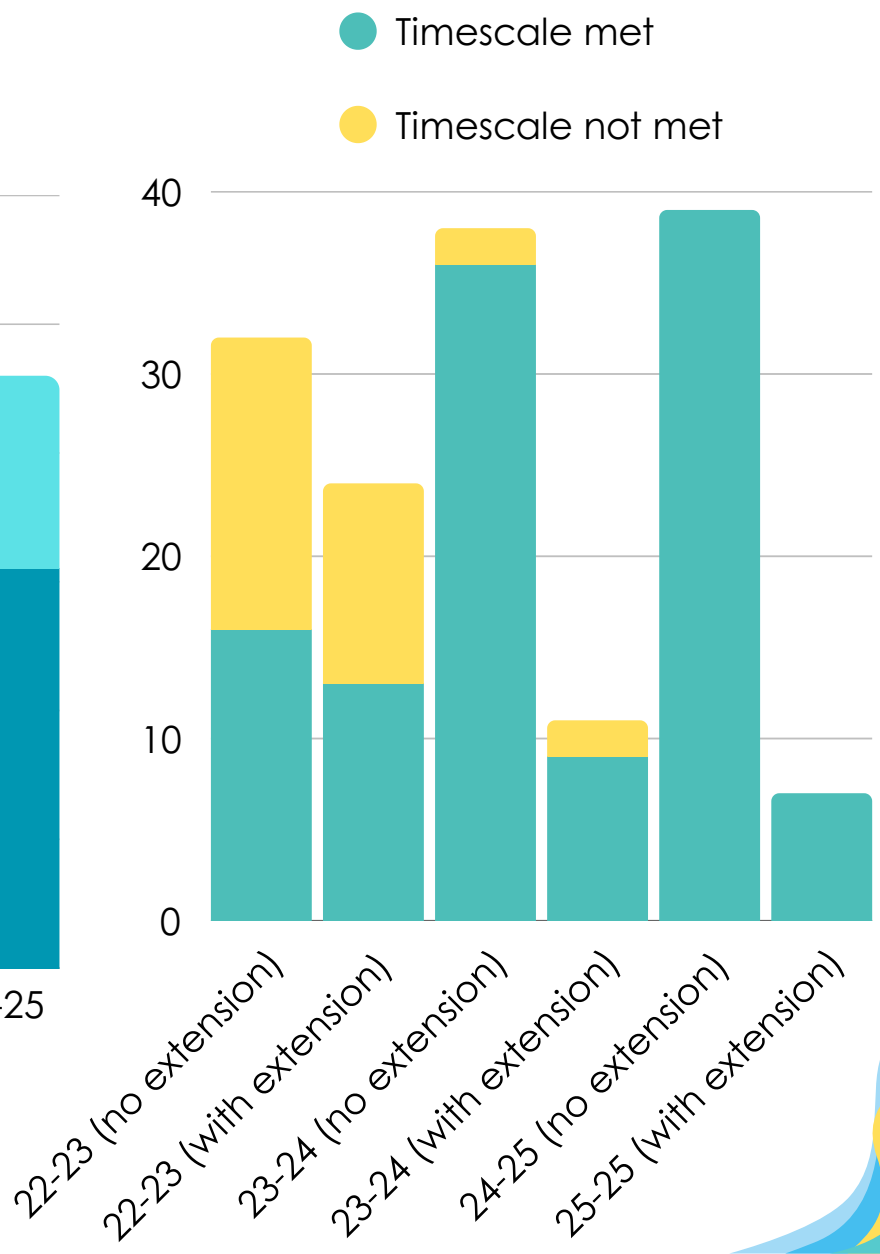
We applied extensions to 13 of the 46 formal complaints received during 2024-25 (33%) in order to allow us time to fully investigate and respond to those complaints. The Housing Ombudsman's Code allows for extensions to be applied where necessary and appropriate, however we do try to minimise their use and respond within the default initial timescales of the Code wherever possible to ensure that we provide a prompt response to our residents.

At 33% this is lower proportion than the 43% that was the case in the first year after the Code was introduced, and where our teams and departments were still adjusting to the revised and shortened timescales for responding (relative to our pre-Code Complaints Policy). This fall indicates that departments have become more proficient at investigating and responding to complaints promptly and without the need for extensions to be applied.

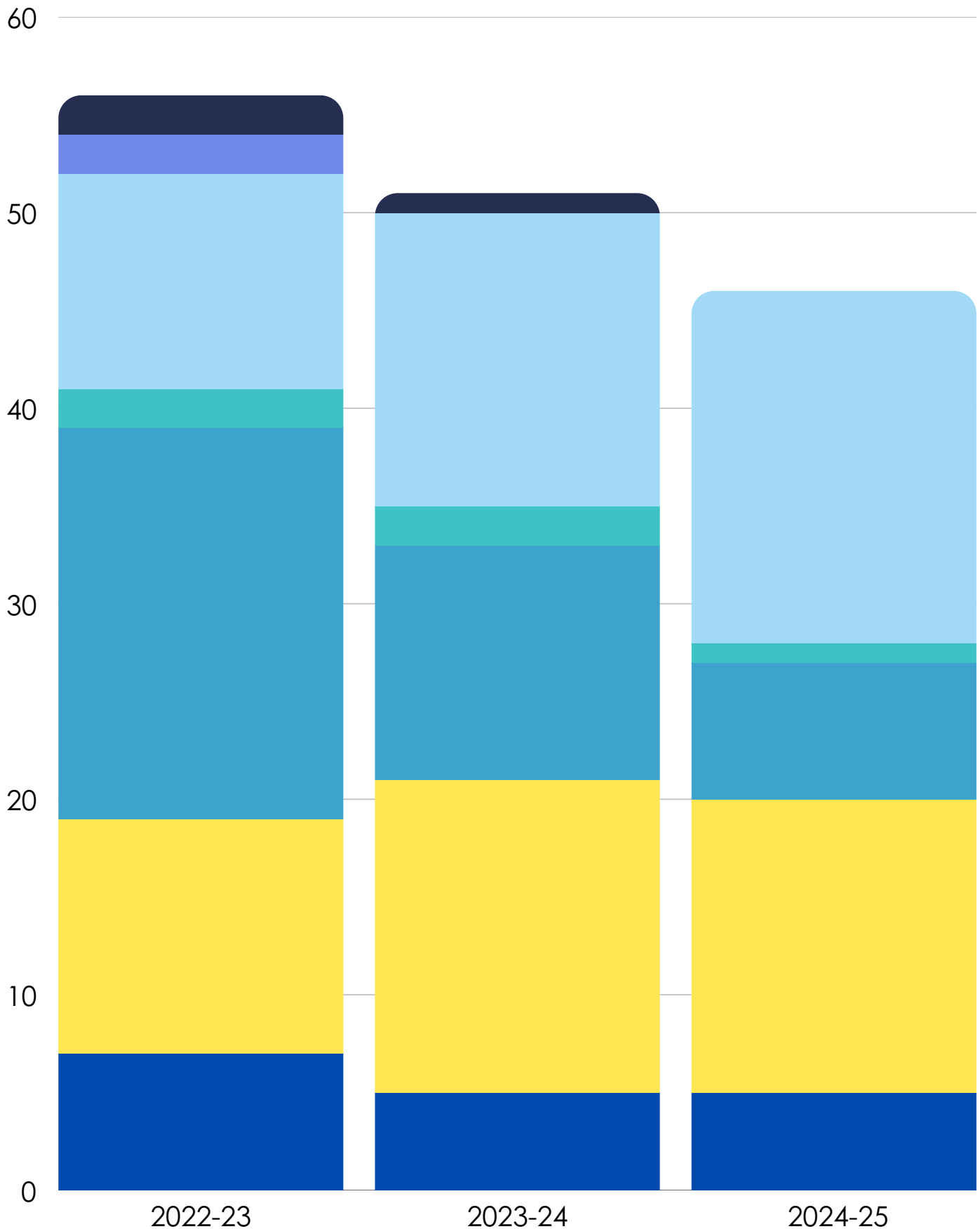
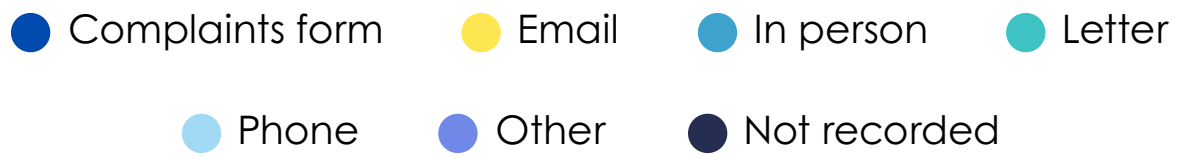
**Number of complaints where an extension was applied**



**Use of extension per year (by timescale met/not met)**



# How complaints were received





# Impact of complaints received about PRHA services

## Amongst the changes made to our systems and procedures resulting from complaints and other feedback received during 2024-25:

- A complaint was received from a resident who had reported no hot water in their flat and had received no follow up. The hot water repair was logged with Property Services and the Heating Engineer was booked to attend. However the Engineer attended a different flat in error and closed the complaint due to non access. This was not communicated to Property Services. Following this investigation, an urgent request was made for the Heating Engineer to attend and an apology was issued. Communication standards have been reinforced with the Property Services team and Contractors to ensure works are carried out in a timely manner and follow ups are made on repairs that raised.
- A resident had reported that the light in their living room was not working and a routine (28 days) repair order was raised to the in-house operative to attend. The operative attended but had to pass the works on to an electrical contractor as further works were required to be carried out. The external electrical contractor completed the works within the 28 days working period from the day the works were passed on to him. The resident raised a complaint that they had no other light source while waiting for this repair to be attended. The complaint was upheld and residents will be provided with an alternative light source while waiting for their repair to be completed. Compensation was also awarded under the Compensation Policy for partial room loss.
- A complaint concerning the condition of the flooring in the communal areas of their building was raised as the resident felt it had deteriorated to the point it made the building unsafe. The flooring was due to be replaced under major works. This highlighted the importance of planned works being communicated to residents so they are made aware of works planned to be undertaken.





- A resident at one of our general needs properties had raised a complaint regarding the arrangements for residents in the supported accommodation next door to use their lift when theirs was out of action, and highlighted Health & Safety and Anti-Social Behaviour concerns. The current arrangements were reviewed and the following actions were put in place:

\*Controlled access to the lift - limited to only those in need.

\*Enhanced patrols by the guards on site.

\*Taking quick, targeted and effective enforcement action where particular residents are identified as persistently causing anti-social behaviour.

\*Regular review of the arrangements in place.

\*Notification to be given in advance for the general needs residents, in situations where this is possible.

- A resident escalated their complaint to Stage 2 as they had not been contacted by the Investigating Manager to discuss their Stage 1 complaint and felt unsupported and upset by the lack of human contact. As part of our Complaints Process, the Complaints and Compliance Team will be sending out reminders and guidance to staff on the importance of contacting residents to discuss their concerns to achieve satisfactory resolutions.

- Following a complaint raised about washing being stolen from the laundry room, the staff team refreshed the Rights and Responsibilities document given to residents, making it clear that clothes left in the laundry are at the owner's own risk – and although staff can lock the laundry room doors, staff are unable to monitor the laundry. Signage has also been put up in the laundries to this effect.





- A resident in our supported accommodation raised a complaint regarding a bedbug infestation, which they attributed to the fact their carpet had not been replaced previously. Carpets are being changed to laminate flooring when properties are void, in order to lessen the risk of infestation. Pest control continue to visit monthly. Health & safety checks in all flats are now recording Clutter Rating which will lead to support being offered around clearances, as clutter is a risk factor in infestations.
- A resident in our supported accommodation was not happy with the response she had received when reporting Anti-Social Behaviour (ASB) – noise nuisance. The resident who was identified as the cause of the ASB was moved to the back of the building to reduce the risk and the gates at the back of the building meant there would be no access at night. This helped to reduce the cause of the issue. The service reviewed and updated their ASB procedure and reminded all staff to follow up on ASB swiftly via the Council, the police and warnings to residents involved.
- A complaint was received from a resident about repeated visits from Contractors regarding his heating and that there was no follow up. The delay was caused by the heating contractor sourcing replacement heaters. Following the complaint, Property services team will ensure reports of all properties with overdue repairs are reviewed each week. All such cases are to be escalated to senior management for determination and cases where there is a significant impact on the resident or household member are to be prioritised. A hot water and heating procedure is being drafted. Property services have sent information to residents with low surface heaters which are specifically designed to prevent surface temperatures from exceeding 43°C, making them safer and will measure the ambient temperature of rooms.
- A resident at one of our General Needs properties had raised a complaint regarding a leak that occurred in the early hours of the morning and they had called the PRHA on call and left a message but no one got back to them. It was acknowledged that the resident's call was not answered as expected, and was recognize that this was unacceptable for an emergency service. To address the issue additional internal measures to prevent this from happening have been put in place:
  - \* Reviewing on-call protocols with staff to ensure full compliance.
  - \* Implementing improved monitoring to confirm availability and responsiveness.
  - \* Exploring backup procedures to ensure emergency calls are always answered in a timely manner.

**For more detailed information on our complaints performance and on learning we have taken from complaints received, please see our Annual Complaints and Learning Report (available from our website [www.prha.net](http://www.prha.net))**



Registered with the Regulator of Social Housing, number L0695 and with the Financial Conduct Authority, under the Co-operative and Community Benefit Societies Act 2014 Number 19322R.  
PRHA is an exempt charity and a Charitable Housing Association.

**Complaints and Compliance Team**

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