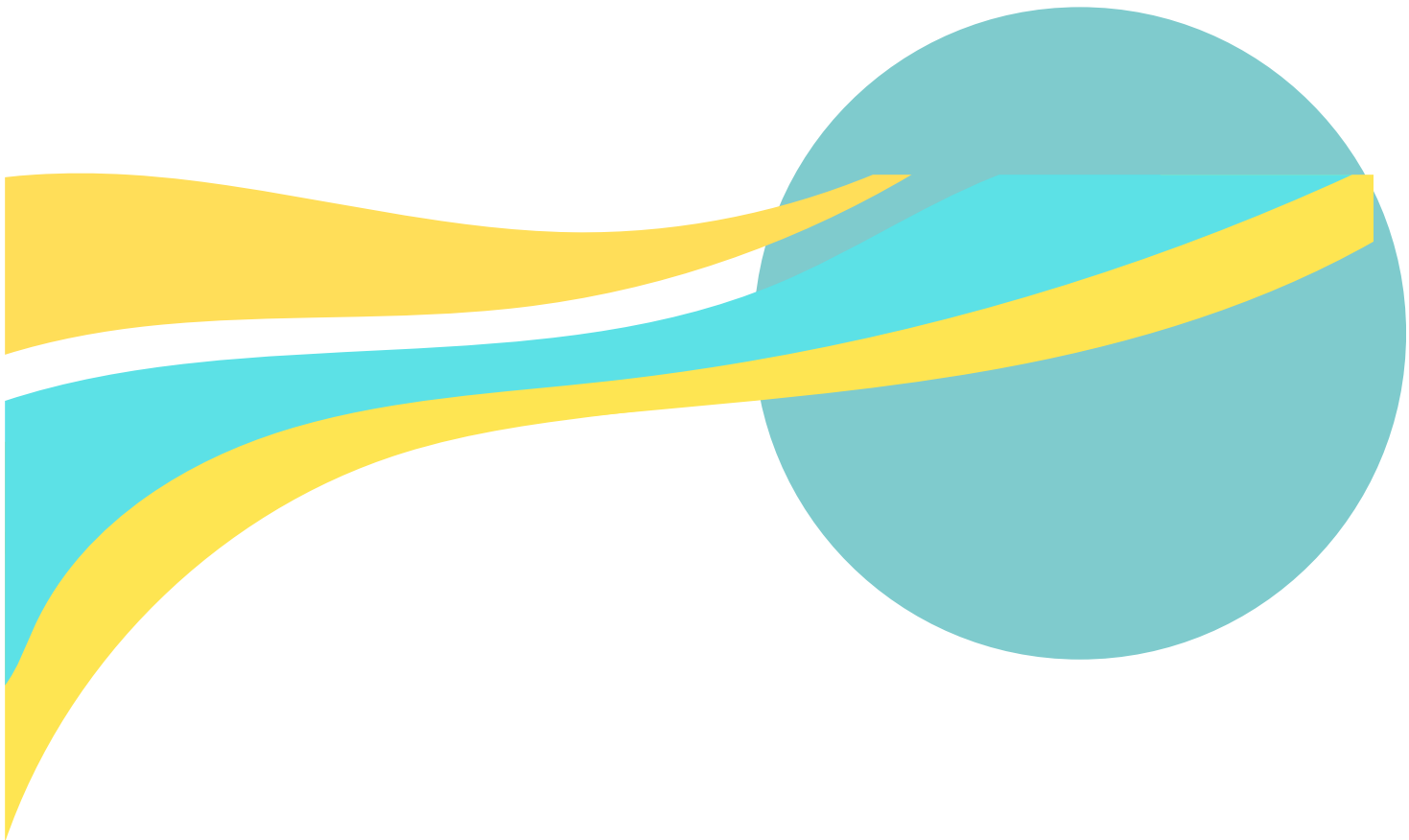


Complaints Review Report

Full Year 2025-26



This report provides information on the number and type of complaints received about PRHA's services for the 12 months between 1st April 2025 and 31st March 2026.

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 it 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.

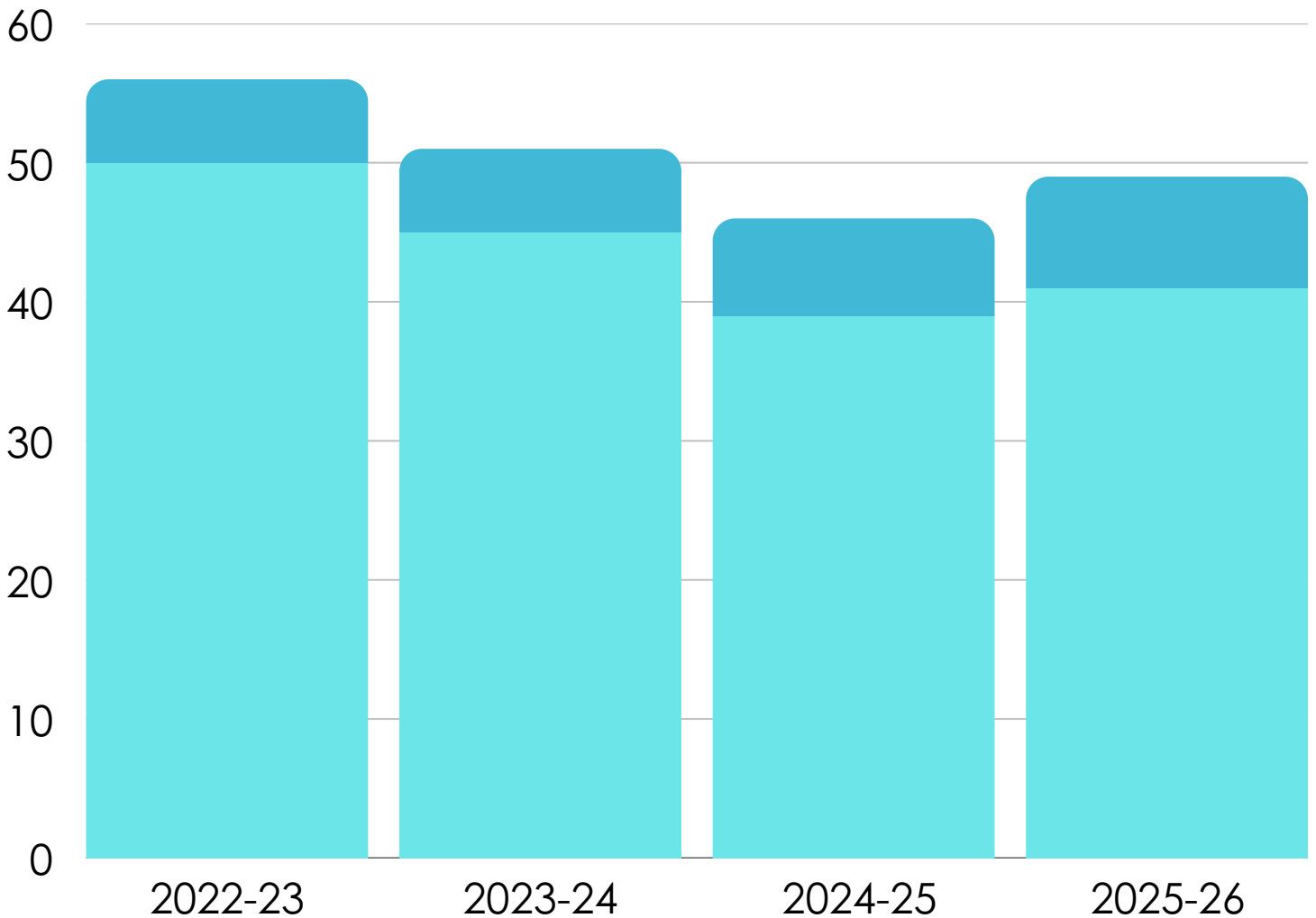
- Online complaint form: <https://www.housing-ombudsman.org.uk/online-complaint-form/>
- Phone: 0300 111 3000 (Mon, Tues, Weds, Fri 9.00am-5.00pm. Thurs 9.00am-3.00pm)
- Postal address: Housing Ombudsman Service, PO Box 1484, Unit D, Preston, PR2 0ET

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

2

● Stage 1 ● Stage 2



49

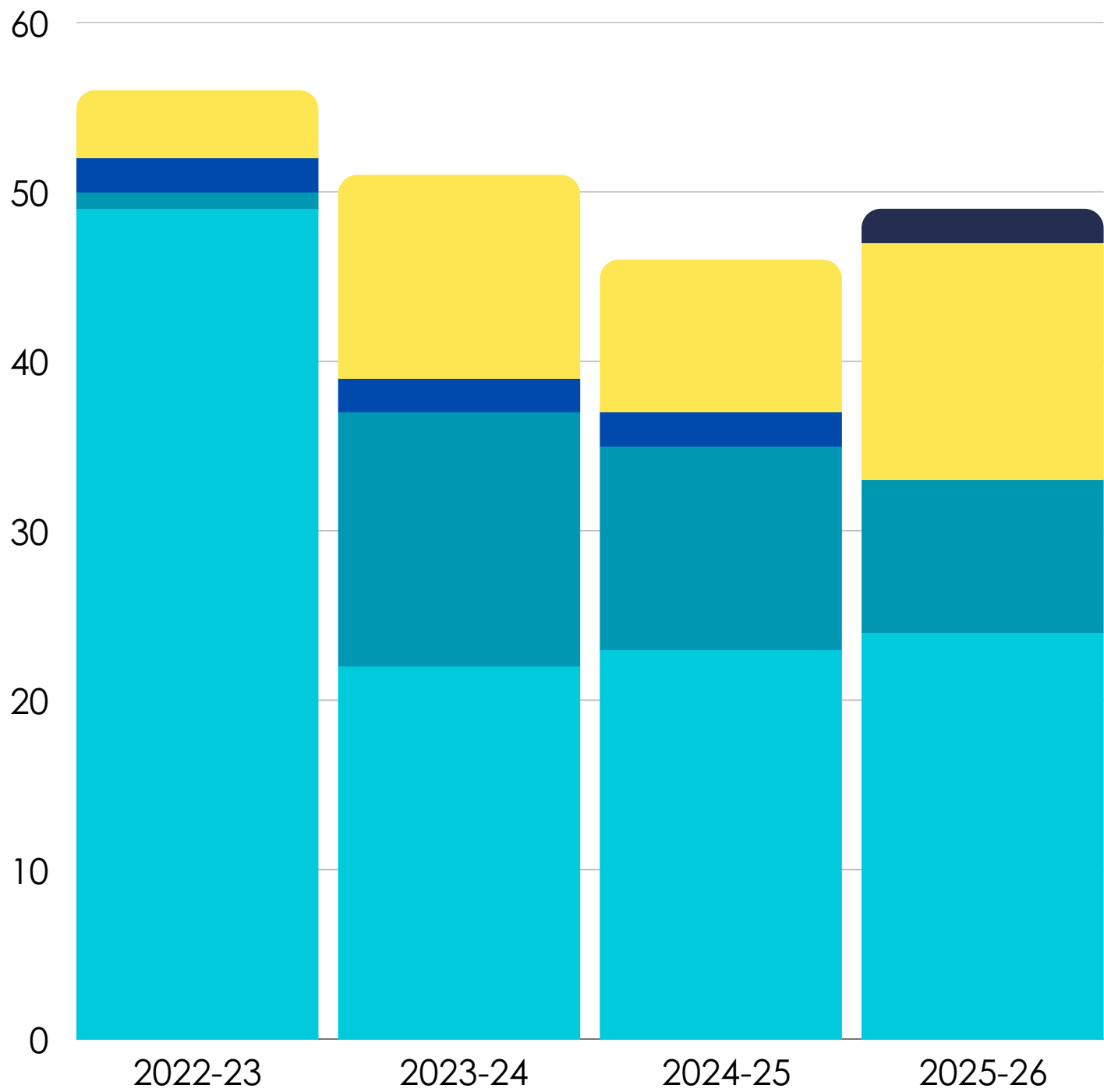
Formal complaints were received in total about PRHA's services during 2025-26. We received and responded to **41** complaints at Stage 1 of our process. In **8** cases the resident was not satisfied with our response at Stage 1 and requested their complaint be escalated to Stage 2 of our process, bringing the total to **49 formal complaints received and responded to in the year.**

No requests for escalation to Stage 2 were rejected, and all 8 were investigated and a further formal response provided with additional actions undertaken to resolve the issues raised where necessary.

Two residents remained dissatisfied with PRHA's response at Stage 2 and referred our final response to the Ombudsman. The Ombudsman is currently considering these cases.

Complaints received by Department and Year

- Property Services
- Housing Management
- Estate Services
- Client Services
- Other departments



Our Property Services department continues to handle the highest number of complaints, with the proportion remaining at around 50% of all complaints received by PRHA (49% this year, 24 of 39 received; 50% for the year before, 23 of 46 received).

Both figures are however lower than the 88% figure for the year before that (2022-23). It is also notable that of the 24 complaints handled by our Property Services team in 2025-26, only 1 was escalated to Stage 2 by the resident who had raised the complaint (and this was at the very end of the year, with all complaints for the first 11 months being resolved at Stage 1 without any escalation requests received).

A high proportion of complaints relating to repairs and maintenance is common for the sector, reflecting the importance to residents of having a well-maintained home. We will still continue to work to bring the number of complaints relating to repairs down, and to learn from the complaints that we receive to improve the services we deliver.

The focus on repairs related complaints also ties in with our recent Value for Money survey, where 40% of respondent indicated that “repairs and maintenance” was one of their top 3 priorities. Additionally, 42% indicated that the “quality of their home” was one of their top 3 priorities.

After Property Services, our Client Services department (supported services) received the highest proportion of complaints during the year (29% - 14 of 49).

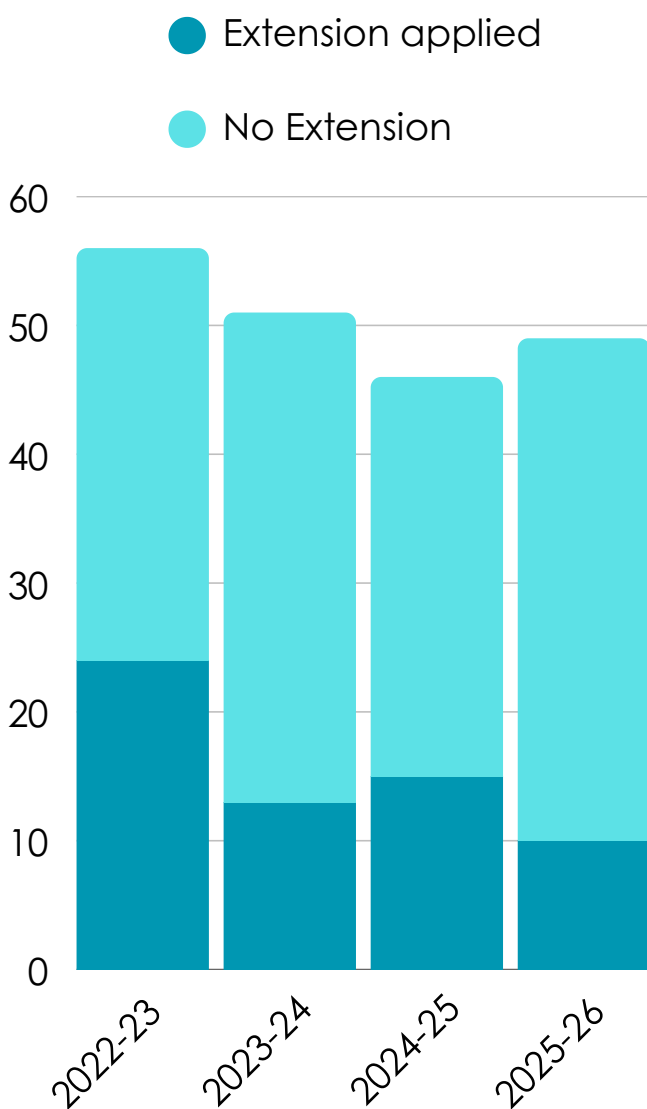
This is an increase of 10% compared to the year before (19% - 9 of 46 in 2024-25) and the department has reviewed each complaint to gain an understanding of the issues that are being raised. Lessons learned from Client Services complaints include improving communications with residents and external partners, ensuring important information is fed back in a timely and consistent manner. More details about learning from complaints is outlined later in this report.

3 of the 14 complaints received by the Client Services department were escalation requests to Stage 2.

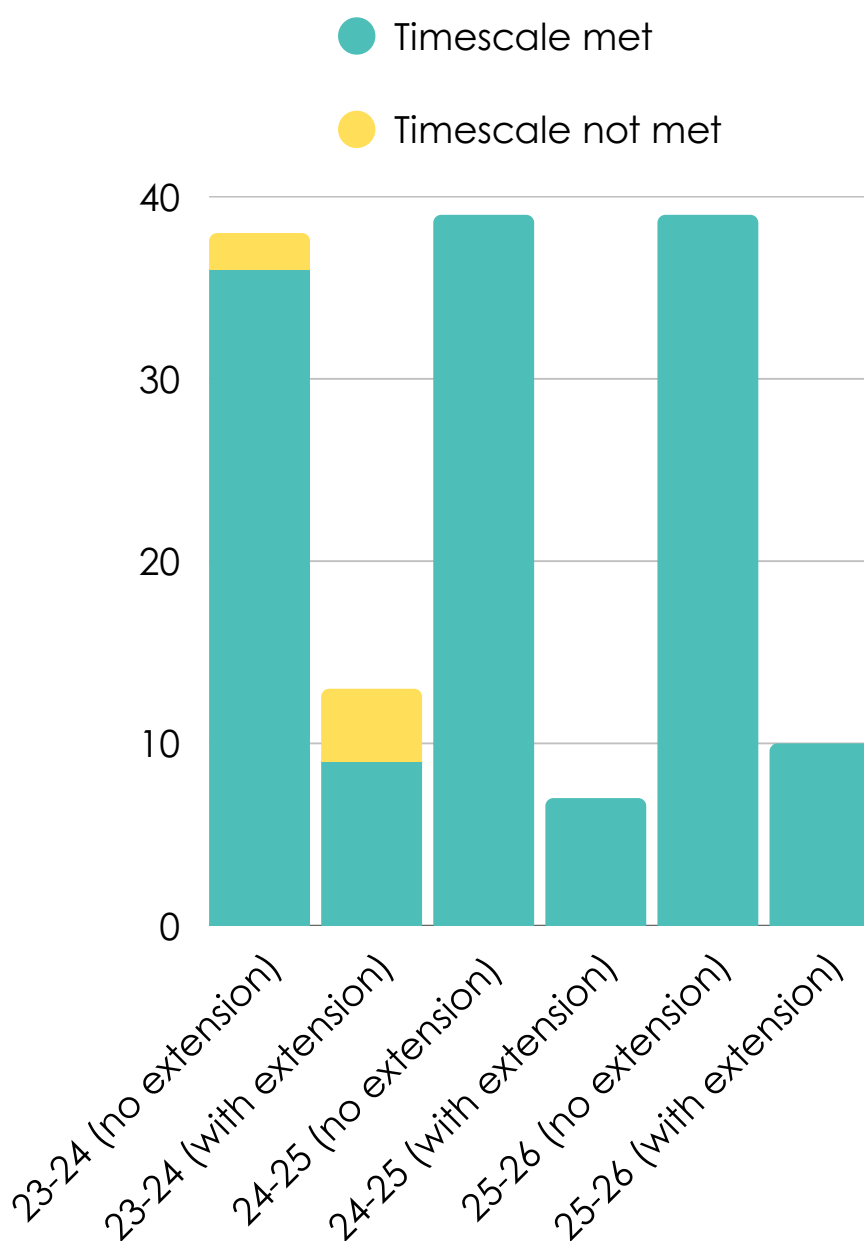
We applied extensions to **10** of the **49** formal complaints received during 2025-26, approximately 1 in 5 (20%), where we required more time to investigate fully and provide a response.

In 2024-25 this figure was 33% (15 of 46) so this represents a successful reduction in our use of extensions. While the Housing Ombudsman's Code does allow for extensions to be applied where necessary and appropriate 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.

Number of complaints where an extension was applied

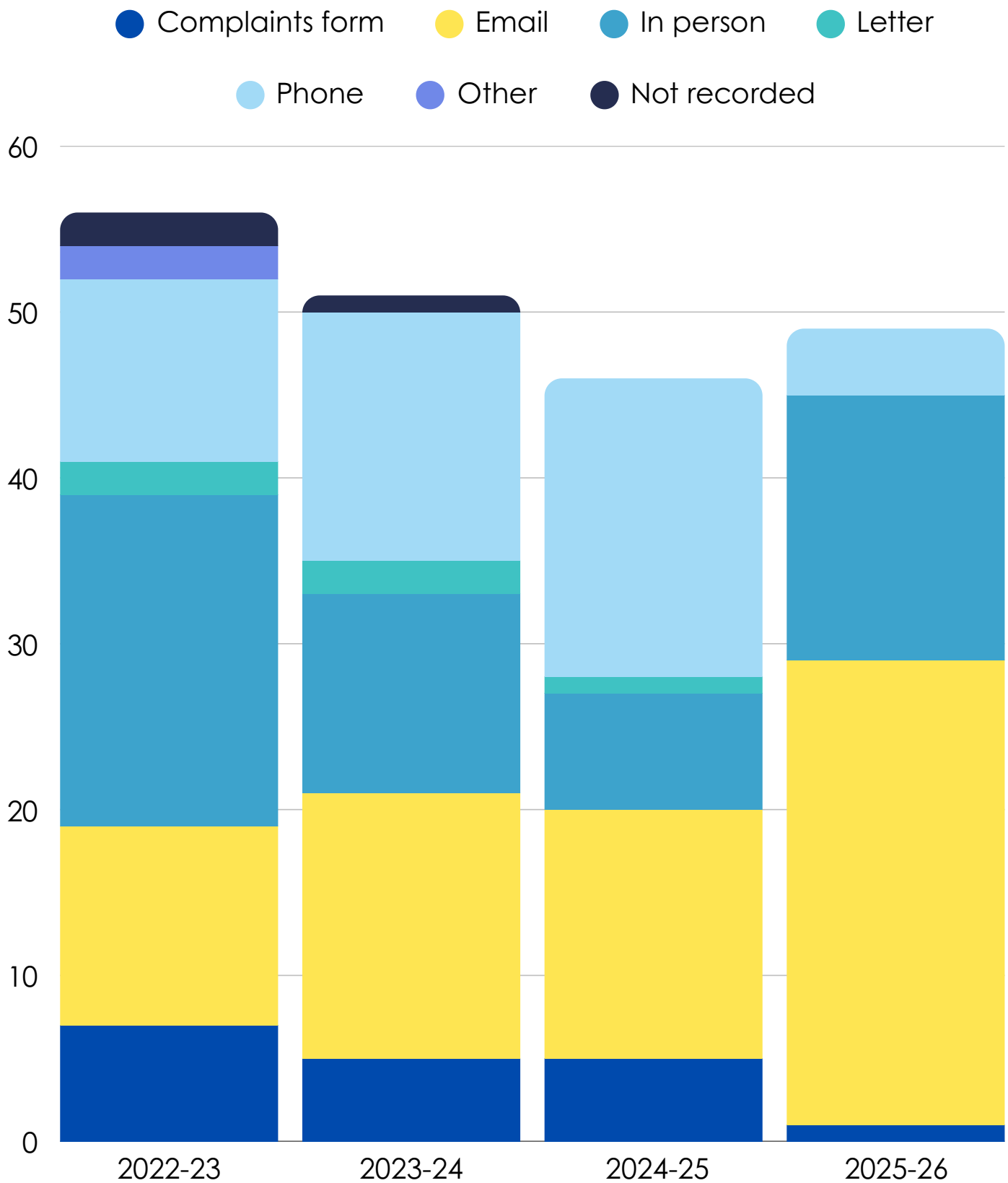


Use of extension per year (by timescale met/not met)



How complaints were received

6



Complaints by email is now the most common way for us to receive complaints, and that complaints via letters has diminished each year to the point that none were received in 2025-26.



Here are some key changes implemented following complaints and feedback received:

Communication with Residents:

- A resident from one of our hostels raised a concern about the reception desk being left unattended. The Contract Manager reviewed the CCTV footage from the day of the incident and confirmed that staff were present in the office during the late shift instead of covering the reception.

The Manager addressed this with all staff, emphasizing that, due to the absence of a consistent receptionist, it is everyone's responsibility to ensure the reception is adequately covered. This topic was reiterated in the team meeting, and individual coaching support was provided during supervisions.

- A resident in our supported accommodation raised a complaint regarding the abrupt cancellation of their carer's visit without prior notice. They also mentioned that staff had requested they remove their bags from the laundry room without assistance. Additionally, the resident expressed that they had not received proper support related to their experience of domestic violence.

Staff were reminded of the importance of communicating any changes to a resident's care plan to prevent inconvenience and to manage situations with professionalism.

PRHA offers De-escalation and Violence against Women and Girls (VAWG) training, and staff at this scheme will be enrolled in these courses. The resident was provided with information regarding Domestic Abuse support available in Tower Hamlets.

- A tenant in our general needs accommodation raised a complaint about a letter they received, which advised them to remove their pram from communal areas due to health and safety risks. The tenant found the tone of the letter to be threatening and lacking constructive alternatives.

An apology was extended to the resident, assuring them that this was not our intention, and that the letter had been issued as PRHA is committed to maintaining safe, hazard-free communal areas in compliance with fire safety regulations.

Communication with Residents (continued):

The significance of effective staff communication with residents was acknowledged. Future correspondence will be evaluated to ensure it does not come across as distressing or overly authoritative while still allowing us to address regulatory requirements. Individual circumstances will be considered to ensure each letter is respectful and, when possible, offers a constructive, solution-focused approach.

- A resident from one of our supported schemes raised a concern about improving relationships with staff through respectful, professional, and empathetic communication. They emphasized the need for consistent and transparent application of rules, especially regarding the Visitor Policy. Additionally, they expressed a desire to change their keyworker to someone with whom they felt more comfortable.

To address this matter a new keyworker was assigned, and a meeting was proposed to foster better communication and working relationships. It was recognized that the Visitor Policy could be confusing, prompting a review with all residents to enhance clarity and consistency.

- Another complaint from a supported scheme was received from a resident seeking a clear explanation regarding who had authorized the cleaning of her flat.

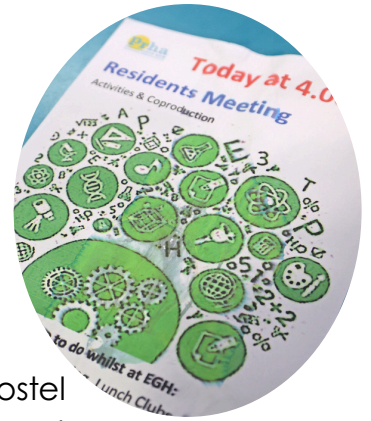
The investigation found that the instructions had been given by the resident's former keyworker. However, records confirming the authorization process for the cleaning could not be located. Reflecting on the concerns raised by the resident, it became clear that there is a need to strengthen authorization processes and record-keeping, ensuring that all requests for work or services are properly logged, approved, and auditable.

Staff have been reminded that when arranging work, authorization must be requested through line management and documented, using only PRHA-approved suppliers. Should exceptions be necessary, approval must be sought from the Finance department.

It was emphasized that residents should be kept fully informed of any decisions affecting their property. Early and clear communication can prevent issues from escalating. Refresher guidance will be provided during team meetings or supervision sessions to reinforce standards regarding authorization, documentation, and contractor usage.



- A general needs tenant expressed concerns about procedures not being followed when the lift in the adjacent hostel was out of order and hostel residents were temporarily allowed to use their lift. They felt that the safety and well-being of residents in their own block were not adequately considered.



To help address this the resident was invited to a team meeting at the hostel to share how the lift issues had affected them and the distress it had caused. A standard letter and sign were created for hostel staff to utilize whenever the lift malfunctions.

- A resident from our supported scheme raised a complaint about the lift being non-operational in their building, and highlighting a lack of communication regarding the issue and any action plan to repair it. This was especially concerning for vulnerable residents with physical health conditions.

It was acknowledged that timely and transparent communication is essential and that there had been an oversight in keeping residents informed in this case. Property Services collaborated with lift contractors to establish a clear timeline for repairs and developed a program of works. All residents received a comprehensive update including a repair timeline. To prevent similar issues in the future Property Services reviewed internal processes to ensure that communication with residents is prompt and transparent in case of any delays.

Communication with External Partners and Contractors:

- An external partner supporting a resident in our young people's scheme raised a complaint about the lack of updates on the progress and outcomes of requested actions. They noted insufficient information in monthly reports and no feedback regarding the resident's pathway plan.

After discussions with staff, the scheme manager organized a face-to-face meeting with the partner, the resident, and their key worker to agree on the information to be included in the pathway plan. Moving forward, a monthly meeting will be scheduled for all three parties to identify and agree on tasks and actions, as well as to provide updates on progress and any changes.

- A resident filed a complaint about their front door being painted without prior warnings or signage, resulting in them contacting wet paint and damaging their clothing.

This issue was addressed with the contractor to ensure clearer communication and proper precautions were in place for future work.

Communication with External Partners and Contractors:

- A contractor's visit to investigate a leak led to a resident raising a complaint. The contractor had removed bathroom paneling but failed to reinstall it or clean up the debris.

Property Services reminded the contractor to always tidy their work area before leaving and arranged for them to return to clean the affected area and repaint the paneling.

- A resident at one of our hostel's expressed concerns about unannounced visits from contractors accessing their room in their absence. They also had a dog and was worried about how it would react to an unknown person entering while they were away.

An automatic flag was placed in the Property Services' database instructing contractors not to enter the resident's flat without their presence. A sign was created, in agreement with the resident, to inform contractors and staff that a dog lived in the flat and that entry was prohibited without the resident being present.

- A resident reported that their carbon monoxide alarm had been triggered and contacted Property Services for assistance. They were informed that someone would reach out to arrange for an engineer to visit; however, no one followed up, leaving them in an unsafe situation overnight.

Upon reviewing the resident's complaint and internal records, the Property Services Manager confirmed that the resident's call was acknowledged by her team, and they had advised that an engineer would get in touch. Unfortunately this follow-up did not happen, and no engineer was dispatched that evening.

Further investigation revealed a communication breakdown between the call-handling team and the contractor responsible for emergency responses. The job was not properly escalated as an emergency carbon monoxide alarm situation, which resulted in no engineer being sent until the following morning. While the issue was resolved the next day, it understandably caused the resident significant concern.

Additionally, it was noted that the carbon monoxide alarm was an old, defective unit that the contractor should have removed, which could have prevented this incident. PRHA takes all safety-related reports very seriously. Property Services has reviewed their emergency procedures regarding carbon monoxide alarm reports.

Staff and contractors have been reminded of the correct protocol for responding to carbon monoxide alarms and gas safety reports to ensure that similar situations are managed promptly in the future. They have also been instructed to treat all such incidents as emergencies, with a required response time of within three hours.



Complaints Regarding the External Environment:

- At one of our general needs sites, we received several complaints about a rat infestation in the communal areas and bin store. Concerns were raised about the condition of the bin store, particularly regarding rubbish left on the floor or in the courtyard which contributed to the rat problem.

Extensive measures were taken to tackle the rat infestation, including the use of concrete and rat-proof wire mesh to eliminate nests behind the bin stores. The bin area was reinforced by sealing exposed spaces with concrete, and access was restricted with wire mesh. To ensure these issues do not recur, the bin stores are now inspected twice daily. Any rubbish found on the floor is promptly removed and disposed of in the bins.

A letter was sent to all residents reminding them to place all waste directly into the bins. Any bulk rubbish left in the courtyard or bin store will be removed within two days by the Estates Services Team.

All identified rat nests and burrows were sealed, including areas beneath the disabled lift and under the external stairs, resulting in a noticeable reduction in activity in these locations.

- A long-standing cockroach infestation, which had persisted for over three years, prompted a resident to raise a complaint that the source of the infestation had not been fully dealt with. Despite multiple pest control treatments over the period, which the resident acknowledged as attempts to eradicate the infestation, a lasting resolution had not been achieved and the issue continued to recur.

In response to the complaint, and recognizing the seriousness of the situation, urgent action was undertaken. A meeting was conducted with the tenant of the property that was suspected to be the source of the infestation. Hoarding issues were identified, and support provided to the tenant to help address this. To enable effective pest control and cleaning, the tenant of that property was temporarily relocated to a hotel.

The hoarded items that were infested were completely cleared from the property, followed by a thorough deep cleaning of the premises. Intensive pest treatment was administered by a specialized team, and infested fixtures and furniture were safely removed and disposed of. Three cycles of intensive pest treatment booked, with additional cycles planned if necessary.



Complaints About the External Environment:

Adjacent properties, including the resident who raised the complaint, were proactively treated to prevent re-infestation.

All necessary repairs were completed to seal entry points and eliminate pest harboring sites. Enforcement action has been initiated against the tenant of the source property to deter future hoarding incidents, and in addition referrals to appropriate agencies were made to provide the tenant with long-term support.



Regular inspections are conducted monthly to ensure compliance and maintain sanitary conditions.

- A resident raised a concern regarding the lack of Wi-Fi in their flat, attributing it to an unreliable connection in the hostel. Our IT Manager acknowledged the frustration this issue has caused and confirmed it was already on their radar.

While they are unable to guarantee a Wi-Fi signal for all residents they arranged for contractors to check the Wi-Fi Cloud and implement adjustments to the network in the short term. To assist the affected resident and others experiencing connectivity issues, two additional PCs and monitors have been added to the resource room offering alternative online access.

In the long term, we plan to conduct a comprehensive review of the Wi-Fi infrastructure and equipment in the hostel to identify potential enhancements that could improve the signal throughout the building. However, the construction materials used in the hostel presents challenges, and this review will provide insights into what improvements may be feasible.



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)



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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