

A photograph of a woman with glasses and a floral shirt talking to a man in a high-visibility jacket in front of a brick house. The image is overlaid with a blue tint. The text 'Residents' is written in a large, white, cursive font across the center.

Residents'

Impact Report

June 2026



PA Housing

Our business is not about properties.

It's about you, the people who live in our homes, and the neighbourhoods and communities you live in.



Welcome

The past 12 months have seen us continue our journey to improve outcomes for you as we use your feedback to make changes that matter to you and impact where you live.

In September 2025, we were inspected by the Regulator of Social Housing (RSH). This confirmed the positive steps we've made together. While the assessment identified many positives that we can be proud of, it also set out that we needed to make further improvements to our complaints and antisocial behaviour processes. The inspection confirmed that we're a G1 organisation, which is the highest possible grade with respect to how we're led and governed.

Repairs are the one service almost all residents will experience each year. Overall performance on emergency repairs is good but, like all social landlords, we know that there's more we can do to improve our routine repairs service, including our first-time fix levels.

In September 2025, we completed our third year of our Tenant Satisfaction Measures (TSM) surveys as we knocked on over 25,000 doors. For the third year in a row, satisfaction has increased across most areas. I'm particularly pleased that over 80% of you say we treat you with dignity and respect. This is great news, but we want to continue to see improvements each year.

On 9 February 2026, we held our seventh virtual residents meeting. This time, we tried something new and held the call at The Hawthorns, an independent living scheme just outside Leicester city centre. Over 350 residents registered. These calls continue to provide another great opportunity for us to listen to residents' views and talk to the people living in PA homes.

As we move through 2026, the headwinds facing the social housing sector continue to grow. Residents tell me almost daily that the UK needs more social housing and that they need to reflect

changing family demographics. Much of the housing stock across the sector is over 30 years old and we need to consider its condition as well as the impact of new challenges, including homes overheating as the UK climate changes.

Throughout this document, you'll see examples of how your voices have impacted the services we provide and the ways in which you've helped to improve things for each other. We will continue to put people first.

Mike

Michael McDonagh
Chief Executive

How're we doing?

£57m

spent on
maintaining homes

£185,000

spent on
neighbourhood
improvements

64,500

day-to-day
repairs completed

90

Home moves
completed for families
affected by ASB,
safeguarding, or where
homes are too small.

99.9%

Decent Homes
compliance

841

ASB cases
opened



£59m

spent on
improving homes

4,870

home surveys
completed

84%

of repairs
backlog completed

463

new affordable
homes built



4,128

residents supported
by the Tenancy
Sustainment Team

3,208

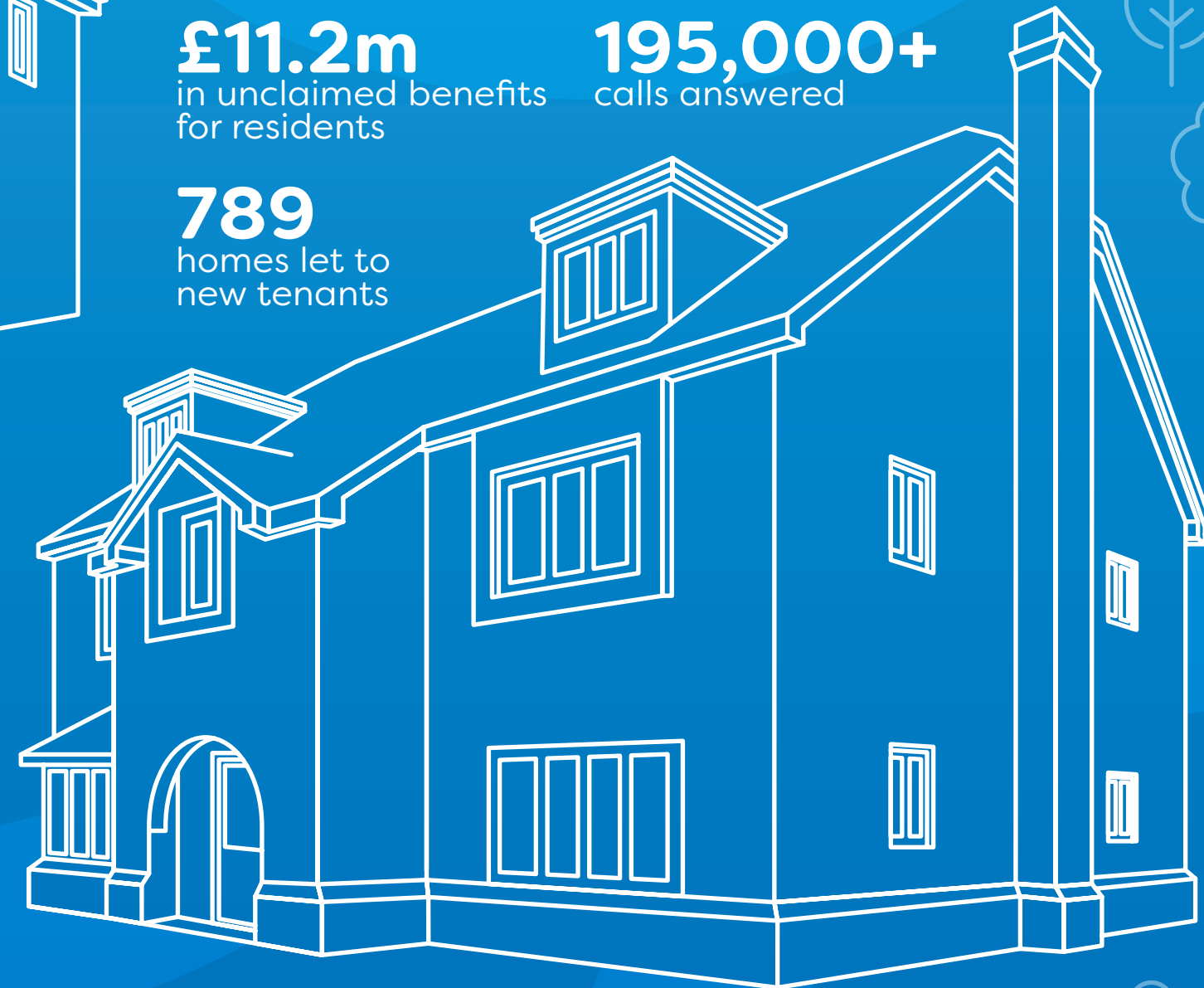
resident
surgeries

39%

of neighbourhoods
were rated gold in
inspections

2.95%

Rent arrears



£11.2m

in unclaimed benefits
for residents

789

homes let to
new tenants

14,235

estate inspections
completed

195,000+

calls answered

Improving your homes

We know the most important thing for you is that your home is safe, comfortable, well maintained and energy efficient, and that you're proud of where you live. We're committed to having all homes EPC band C or above by the end of 2029. An Energy Performance Certificate (EPC) rating of C indicates that a home is performing above the national average in terms of energy efficiency.

EPC Rating	Number of homes	% of homes
A	75	0.4%
B	4,818	23.8%
C	12,116	59.8%
Total	17,009	83.9%

Over the past 12 months, we've spent £59 million on improving your homes, completed over 4,870 home surveys, which has allowed us to find out where homes need improvements. We've installed 443 new kitchens, 529 new bathrooms, and 222 window and door replacements this year. We've also replaced 48 roofs, installed loft insulation at 357 homes, and carried out 1,187 heating upgrades to make your homes more energy efficient.

Making these improvements to your homes makes a huge impact. Not only does it reduce the need for ongoing repairs, but it helps ensure homes meet residents' needs both now and into the future. We want you to be proud of where you live.

Alongside improving homes, this work creates opportunities for residents like Dhruvi, who was recently employed by PiLON, one of our contractors, as a Customer Service Apprentice.

Since starting her apprenticeship, Dhruvi has become a valued member of the team. She has adapted quickly to the role, which has allowed her to build confidence, develop new skills, and take on new responsibilities.

Reflecting on her experience, Dhruvi said: "Every day brings something new to learn, and I'm excited to keep growing in this role."

You can see what opportunities for residents are available on our website:

www.pahousing.co.uk/workwithus



4,870
home surveys



443
new kitchens



529
new bathrooms



1,187
heating upgrades

Creating a home that works for every resident

Sam lives in Islington and has been a resident since December 1997. She moved into her home when it was brand new. It was designed for a wheelchair user, complete with a fully adapted bathroom to support her needs. That original bathroom had been in place for nearly 30 years.

Sam tells us her story:

"I'd endured significant distress due to disrepair and findings of severe maladministration from the Housing Ombudsman Service (HOS). This history had a profound impact on my confidence and wellbeing. So, PA worked tirelessly to restore not just my bathroom but my trust.

"When the bathroom was first flagged for renewal, I felt anxious that the plans wouldn't fully meet my needs. I raised my concerns, and PA listened. This led to a further assessment with an Occupational Therapist to make sure the space was redesigned to properly support my circumstances. A specialist contractor was then appointed to make sure the space was practical and accessible.

"Throughout the process, I was involved in every design decision. Changes were made to the original plans, including fitting a specialist toilet and

using wall panels to prevent previous issues like damp and mould from returning. I was also able to personalise the space, choosing my own flooring and accessories, so it felt like home.

"The work took place over a few weeks. While there were some challenges along the way, these were quickly resolved. The contractors were professional, respectful and supportive. They really took the time to explain what was happening and made sure I felt comfortable while the work was being done.

"My bathroom is my safe space where I can escape from everything outside. Living with anxiety and mobility issues can be difficult, but this has made such a difference. It feels like a place where I can truly relax, de-stress and feel comfortable.

"The finished bathroom is now a space that supports my daily life, both practically and in terms of my wellbeing. It is now much easier to use and keep clean."

This case shows how listening to residents and making reasonable adjustments can lead to better outcomes. It also highlights the importance of learning from past experiences to build trust and deliver services that truly meet individual needs.

Keeping you safe in your homes

Our purpose is to provide safe, comfortable, affordable homes, and our Compliance Team are a big part of that.

On average, the team arrange just over 100,000 visits to your homes and communal areas each year, including gas safety checks, electrical safety tests, water inspections, fire safety checks and fire risk assessments, lift safety, asbestos checks, etc. This equates to roughly 2,000 inspections per week. They're also responsible for ensuring buildings are secure, managing our CCTV, door entry systems, car park barriers, and more.

Over the past 12 months, the team have shifted their focus onto the people living in our homes, rather than just the bricks and mortar. This new approach has been shaped by direct feedback from involved residents – wanting to learn from the results of the 2025 TSM survey, which told us that 77% of residents were satisfied that their home was safe but that only 57% felt we listened and acted on residents' views. Our resident working group have provided a list of recommendations to simplify the process and make it more person-centred. These changes have had a huge impact on how we build relationships and get to know the people behind the front door.

Our new way of working has seen the team achieve the best performance in our history. This is because it has allowed us to understand the reasons why some residents haven't previously provided access for their essential safety checks. Now, we can support residents. Whether they have language barriers, disabilities, or vulnerabilities by using relationships that other departments already have with them. This can help us to communicate the importance of the checks for residents' personal safety and has led to more residents granting access to their homes. Often, we can provide extra support by combining what would usually be multiple appointments into one visit to minimise the disturbance and impact to routines you experience.

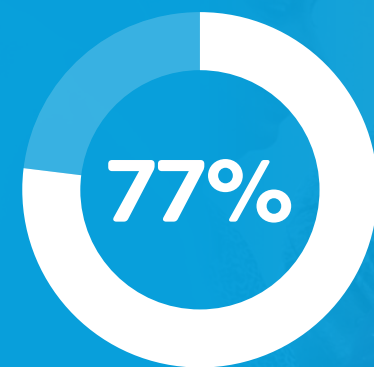
One member of the team said, "The way we work now means that we've moved away from compliance just being a figure and have made it more about recognising people's needs. I've been able to build a trusting relationship with a vulnerable resident who hasn't engaged with us before by taking the time to listen and being a friendly voice. After some time, and a fair bit of crying, we're now laughing and joking in our calls. She's engaging with us, talking to colleagues in person, and we're working with her to provide additional support. This is just one example. I

think the team have improved how we work, taking more care and attention to go the extra mile for our residents when they need us."

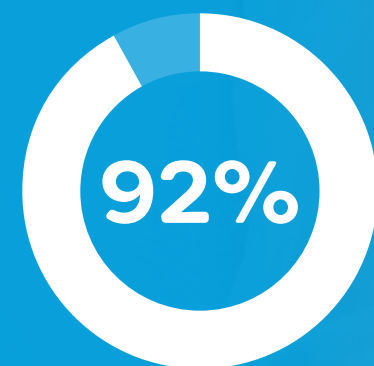
Working ahead of schedule across all programmes, the team can prevent safety checks becoming overdue. For example, while most providers survey a percentage of properties for asbestos, we survey all homes, blocks, and garages – which is currently over 30,000 surveys across the Midlands, London, and the South East. In April 2023, there were 1,422 outstanding asbestos surveys. In April 2026, there were 5. There has also been a reduction in the number of outstanding electrical safety inspections since April 2024 and a 92% reduction in actions resulting from Fire Risk Assessments.

The team has also rebuilt strong working relationships with Third Party Managing Agents. As a result, compliance across the top six areas increased to 88% within just two months (by the end of June 2025). By March 2026, compliance had further improved to 97%.

The impact of listening to you and working as one team is clear. We've not only made more homes physically safer than ever, but we're also working to ensure that you feel safe and supported in your homes.



of residents were satisfied that their home was safe



reduction in actions resulting from Fire Risk Assessments



100,000 visits to your homes



30,000+ asbestos surveys completed



Working together to tackle ASB

Sadly, the levels of antisocial behaviour (ASB) within the UK are rising. Often, neighbourhood disputes can escalate over time and result in behaviours becoming increasingly inappropriate. We recognise that a small number of people can impact the lives of many.

Over the past 12 months, we've continued to change how we tackle antisocial behaviour, focusing on the victims and recognising the impact ASB can have. In January 2026, we introduced a new working group for residents who have experienced ASB. The group is a dedicated space for residents to share lived experiences, review current approaches, and influence improvements that support safer, more confident neighbourhoods. They've already reviewed the ASB Policy and have helped with an ASB Case Review, bringing their knowledge and insight to help support residents facing antisocial behaviour.

We've significantly increased the number of staff in this area, have recruited more experienced people, and have strengthened our relationships with key stakeholders including the police, social services, local authorities and other agencies.

A great example of the impact this collaboration can have is at Wainwright House in Nottingham where reports of ASB dropped by 92% in 12 months. Concerns were raised by residents about increased crime (both within the block of flats and the surrounding area), vandalism and criminal damage to doors and hallways, intimidating and threatening behaviour from groups of young people, as well as homeless people trespassing, taking drugs, and sleeping in communal areas.

After complaints from vulnerable residents and working in partnership with Nottinghamshire Police and Nottingham City Council, our ASB Team secured a full closure order on one flat

and a partial closure order on another. Two young people identified as causing issues around the building were given Acceptable Behaviour Contracts (ABCs) which outline the specific behaviour they must agree to stop. If the contracts are breached, they can be used as evidence to demonstrate that further enforcement action is needed.

Councillor Corall Jenkins said she'd like to "praise PA Housing for the efforts they've made to reduce ASB at Wainwright House and for the positive knock-on effects for other local residents."

Alongside the police, our teams carried out door-to-door enquiries and arranged residents' meetings to offer assurance and resolve concerns. Safeguarding referrals have also been made for some vulnerable residents who now have additional support in place.

One resident at Wainwright House who was affected by antisocial behaviour said, "I'm really grateful for all the support and help PA Housing have given me over the past year. The ASB Officer has been incredible. He helped me get my life back on track and keep my tenancy. They also introduced me to two support workers that have helped massively. I'm really liking being in my flat again. Big thank you from me"

We've also had third party experts assessing how we tackle ASB, and they have reaffirmed our approach. To find out more about how we deal with antisocial behaviour, including our ASB Toolkit, head over to our website here:

www.pahousing.co.uk/asb



841
new cases opened



8
injunctions secured



5
possession orders secured



5
evictions for ASB

Compassion is the key

Our Tenancy Sustainment Team work together with partner organisations and other teams around the business to make a real impact on residents so they're able to meet the cost of living and maintain their tenancies.

One of our residents was referred to our Tenancy Sustainment Team following the loss of her mother. She had lived with her mum in their two-bedroom family home her entire life. They were very close and cared for one another, so her mother's passing was not only emotionally overwhelming but also brought uncertainty about whether she'd be able to remain in her home due to the bedroom tax.

Our resident lives with multiple health conditions that impact her daily life, so she relies heavily on the support of neighbours within her community. Losing her home would have meant losing that vital network at an already heartbreaking time. Our Tenancy Legal Assistant proactively raised a referral to explore whether welfare benefit support could enable our resident to remain in her home. After reviewing the medical evidence and speaking with the resident, the Tenancy Sustainment Team identified strong grounds to request that Universal Credit made her exempt from the bedroom tax.

Just two weeks after the request was submitted, Universal Credit confirmed they'd remove the bedroom tax. Thanks to this swift action, the resident's succession application was approved the same day the Department of Work and Pensions' decision was received. As a result, our resident was able to sign her new tenancy agreement and remain in her lifelong family home. When we shared the news with her, she cried tears of relief and joy.

She said: "Thank you for your continued support throughout this process. You have no idea the positive impact this has had for my life. I truly feel safest surrounded by my beloved mum's memories. You've all made my mummy's final wishes come true. Thank you again."

This case is a powerful example of proactive, compassionate, and collaborative working. Our departments working together ensured that at one of the most difficult times in our resident's life, she was given stability, dignity, and the ability to focus on grieving, rather than worrying about losing her home.



4,054
homes helped by the
Tenancy Sustainment
Team



£11.2m
in previously
unclaimed benefits
received by residents



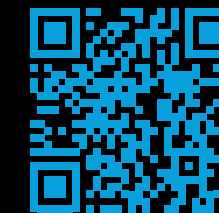
£458,300
issued from our
support fund



£145,500
worth of food bank
vouchers issued.



**IT'S
NOT
OK.**



We know we get things wrong sometimes. We know that residents may feel upset, frustrated, and even angry with us. We also know that residents sometimes feel let down by us.

But it's not ok for those feelings to turn into abusive and threatening behaviour towards our teams.

Find out more on our website.

Your voice in action

Over the past year, more residents have been getting involved. From reviewing services to testing digital tools and improving communication, this work is helping to make sure services reflect what matters to you.

There are now twelve different ways to get involved, offering a range of opportunities to share feedback and influence how services are delivered. One way this has happened is through Service Improvement Panels. These panels bring residents together to review services, look at performance information, and speak directly with PA about how things work.

“If I don’t get involved, I have no business complaining and nothing will change. I’ve seen firsthand how services impact residents. Most issues can be resolved early, before they become complaints.”

Resident involved in a Service Improvement Panel

Over the past year, residents have reviewed services including repairs, decants, allocations, and estates contracts, producing almost 100

recommendations to improve how services are delivered. This feedback has helped highlight where communication and processes can be improved, ensuring changes reflect real experiences.

“I wanted to make sure residents’ voices are genuinely heard and help shape decisions, not just be part of a process.”

Resident involved in a working group

As involvement continues to grow, the focus remains on making sure residents feel able to share their views and see how their feedback makes a difference. By working together in this way, services can continue to improve and better reflect the needs of the communities we serve.

You can be as involved as much or as little as you want. If you’d like to learn more about any of the resident groups mentioned, or you’re interested in getting involved, you can find out more on our website.

www.pahousing.co.uk/getinvolved



145
SIP recommendations agreed



102
SIP recommendations completed



71
Residents involved in SIP

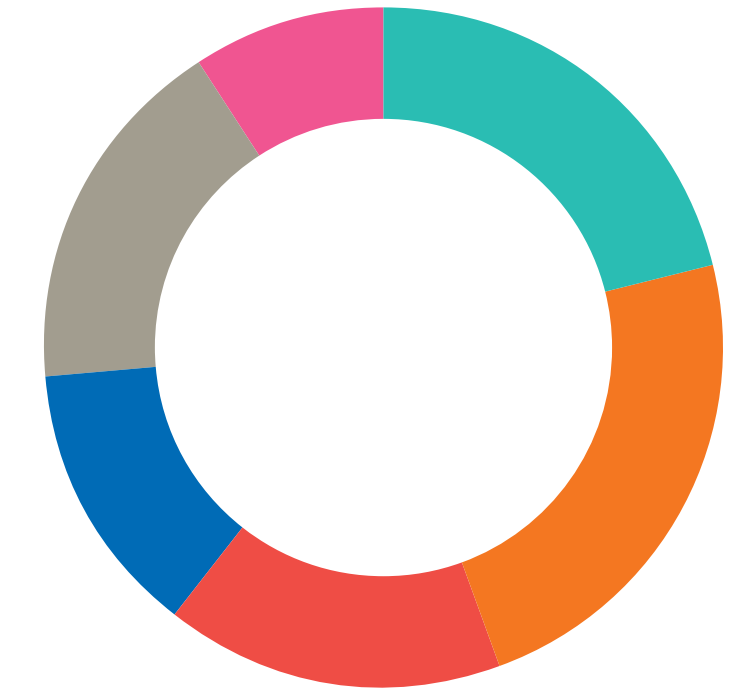
Your feedback helps procure a new contractor

Our 2025 Tenant Satisfaction Measures (TSM) survey told us that you were unhappy with the grounds maintenance services in your neighbourhoods in London and we’ve listened.

Over the last 18 months, we’ve been consulting Resident Champions, a group of involved residents who work alongside our Neighbourhood Coordinators. They have been feeding back to us, attending contractor meetings, and reviewing performance to help improve how we manage our contractors and whether residents are receiving value for money.

Their involvement has been instrumental in the procurement of a new contractor, helping to demonstrate the impact your voices can have on the services you receive. From 1 February 2026, we were able to introduce a new grounds maintenance contractor for residents in London. Just Ask were appointed and now deliver grounds maintenance services across our London and Surrey neighbourhoods. We regularly receive positive feedback about their work.

How we spend every pound



21p Planned investment in your homes

23p Providing new homes (interest payable on our loans)

16p Staffing costs

14p Service charges (communal cleaning, grounds maintenance etc.)

17p Responsive repairs

9p Management costs (offices, IT equipment etc.)

Turning challenge into change

Getting involved is not only a way of improving services for all residents, but it can also foster a real sense of achievement and pride. We can tailor our approach to meet residents' needs so anybody can get involved.

Chris tells us her story.

"I have lived in my PA Housing home for about 18 years. Following a recent decant to temporary accommodation from 2024 to 2025, I was asked to take part in the Service Improvement Panel (SIP) to give feedback on my decant experience.

"I've been decanted twice now, and as a full-time wheelchair user, this can be a challenging experience. Because of this, I wanted to give feedback to help make the process easier for other disabled residents in the future. I'm also involved in the Residents' Readers Group, where we review letters, so I was already interested in helping to improve services where I could.

"I took part in the SIP by email rather than meetings. I have a variety of disabilities, including

autism, and I also have auditory processing difficulties, which means listening to others can be difficult and takes a lot of energy. For me, reading emails is much easier than a regular conversation. I was able to write my own thoughts down, which was easier than trying to talk, as I experience verbal stims and tics and can feel self-conscious speaking with others. Taking part in this way made it much easier for me to get involved. I was able to take my time reading emails, make notes, ask clarifying questions, and compose my responses more thoughtfully. I think this helped me give clearer and more considered answers.

"Throughout the process, I felt very included and able to share my views. The prompts and questions were helpful, and I was encouraged to contribute my own thoughts and experiences. I also felt that my views were listened to and taken seriously. I was also asked to expand on certain points, which made the experience both interesting and rewarding.

"At first, I was nervous about how my disabilities might limit my involvement. However, the

approach was supportive and adapted in a way that helped me stay involved and take part fully. Overall, being part of the Service Improvement Panel was a very positive experience. I enjoyed learning new things and, importantly, felt that I was helping others. I was able to see how ideas and suggestions were listened to and implemented. Seeing changes that will help other residents going through the same experience was the most rewarding part. Some of the improvements made because of resident feedback are reflected in updates to the decant process.

"On a personal level, I have quite a restricted life due to my disabilities and rely on carers. There are many aspects of life I miss out on, and it can sometimes feel like "I'm not contributing much. Being involved has helped me feel useful and that I have helped make a stressful process a little easier for people in the future. That has meant a lot to me.

"I think it is very important that residents can take part in ways that suit them. Everyone has different things going on in their lives, whether that's

work, family, caring responsibilities or, in my case, disability and neurodiversity. When the process suits the person, you're more likely to get the best out of them.

"I'd highly recommend getting involved to any PA resident. Your experiences are a source of valuable knowledge that can be used to help others. For me, it has been an exceptionally rewarding experience that prompted real change and made a positive impact, not just for others, but for myself too."

More information about how resident feedback has shaped services, including changes to the decant process, can be found on our website.

Your Details Matter

Chris' experience shows how important it is for us to understand our residents' individual needs and adapt our approach. It's important that we have the most up-to-date information about you and your household, so we can make sure the services we provide meet your needs.

This might include changes such as:

- a new contact number
- changes to your household
- changes to your health or support needs.

Having accurate information means we can:

- understand your accessibility and communication needs
- tailor how we contact you
- support you during repairs, decants, and major works
- make adjustments so you can take part in ways that suit you.

Scan the QR code or visit the link to update your details. Alternatively, you can contact our Customer Services Team, who can arrange a call back or a visit from your Neighbourhood Coordinator if needed.

www.pahousing.co.uk/yourdetailsmatter



Community events and engagement

Over the past year, we've been looking at your feedback from our annual TSM surveys to find opportunities to deliver community events across your neighbourhoods,

This has helped to ensure that events are not only fun and engaging but they also make a positive contribution to your neighbourhood.

Starts at Home

In August 2025, we took part in the National Housing Federation's #startsathome campaign, which is all about the importance of supported housing. We saw this as a great opportunity to launch our 'Say Hello' benches at extra care schemes, The Wolsey Building and Albany House, as well as Eden Park – a scheme that supports young parents.

The benches have been put there to provide a space for residents to speak to colleagues and fellow residents alike about anything that is on their minds. The aim of this is promote inclusion and positive mental health. On the launch day itself, the benches proved to be a huge success. We saw residents talk about their likes, dislikes, hidden talents, families, gardens, and – of course – the weather!

One resident from the Wolsey Building told us, "I had a lovely chat with Gurprit [our Director

of Technology]. We talked about how well I'm being cared for at The Wolsey and discussed the positive changes that have been made for us. We even discovered a mutual connection from another country – such a small world! It was a really nice conversation, and he was very friendly."

Chatting on the bench also had a big positive impact on one resident who, when speaking to a PA Housing colleague, shared her concerns about the external care service she receives. These were acted upon and resolved immediately, but without that conversation, we would've been none the wiser.

Online safety awareness events

Throughout October and November 2025, our Security Manager visited five of our Specialist Housing leasehold schemes for older residents to provide advice and tips to stay safe online. He gave advice on how to spot internet and telephone scams, creating secure passwords, and how to protect your personal information.

The 40 residents who attended across the schemes provided great feedback for the sessions, with many saying they really enjoyed them. Four days after the session at Perryn Court,

a resident was able to correctly identify a spam phone call. The training session gave her the confidence to end the call and keep her personal information safe.

Christmas events at independent living schemes

"The event was great; it's been so long since we had a Christmas party like this!" – Resident, Visamo House.

Residents at our independent schemes regularly feed back to their Neighbourhood Coordinators that they'd like to have an event at Christmas. Two of the events we held were at Sabarmati House and Mahatma Gandhi House in Leicester – two schemes for older residents – where attendees enjoyed food, singing, and dancing in their communal areas.

The Neighbourhood Coordinator for these schemes invited a member of the Tenancy Sustainment Team (TST) along, who is fluent in Hindi and Gujarati. During the event, she met with a resident who was struggling financially and was lacking some household essentials. So, she supported our resident to apply for an electric cooker, a bed, and a mattress. She also referred her to our Disability Benefits Officers to see if

she was eligible for more financial support. This goes to show that listening to residents gives us opportunities to put events on that they actually want to attend and, when they do, we can offer person-centred support.



3,208
Coffee mornings, surgeries and drop-in sessions in our neighbourhoods



1,044
neighbourhood action days and local walk-about

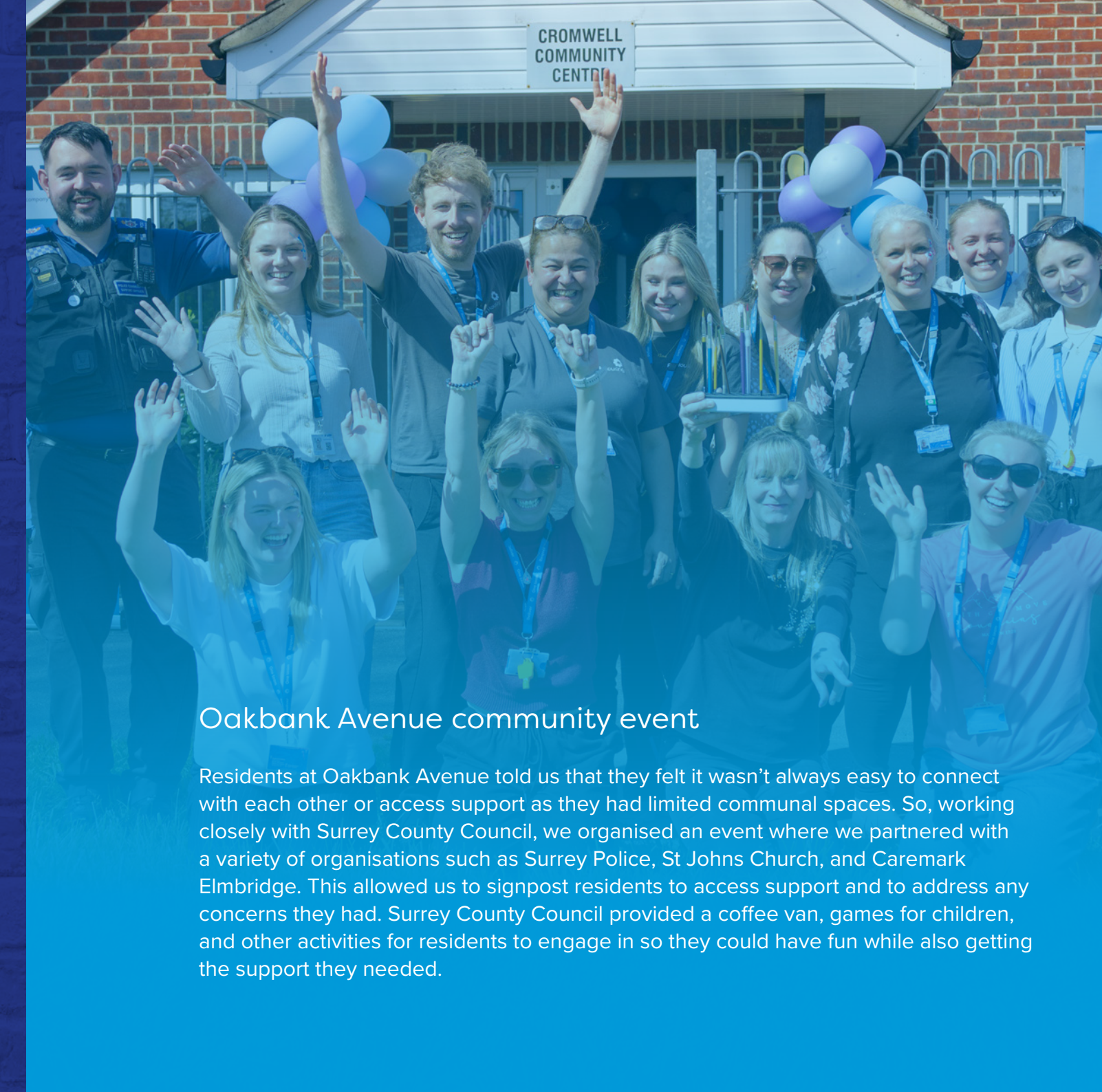


116
stakeholder meetings



9,215
general enquiry contacts*

*When we've met residents in person at their request



Oakbank Avenue community event

Residents at Oakbank Avenue told us that they felt it wasn't always easy to connect with each other or access support as they had limited communal spaces. So, working closely with Surrey County Council, we organised an event where we partnered with a variety of organisations such as Surrey Police, St Johns Church, and Caremark Elmbridge. This allowed us to signpost residents to access support and to address any concerns they had. Surrey County Council provided a coffee van, games for children, and other activities for residents to engage in so they could have fun while also getting the support they needed.



Young residents have a ball

Another community event we ran in the past year that had a real impact for our younger residents was a day of football training at Walton and Hersham Football Club.

Working alongside the Walton and Hersham Football Club, and with support from local MP Monica Harding, we organised a free football training day for young residents aged 6 to 17, living on St John's Estate and in the surrounding area. For us, the event was about strengthening engagement with younger residents, helping to make sure they have opportunities to get involved and feel that their voices are heard.

The sessions were led by players from the women's first team, offering the children a chance to learn new skills, build confidence, and enjoy being active alongside others in their community. There were drills, games, and team challenges throughout the afternoon and for many of the residents, it was their first opportunity to experience football training like

this. The men's team also popped down to do meet-and-greets and signings to inspire the next generation of footballers.

There were comments of "I'm having fun!" and "This is so cool!" from the children, while parents spoke about how valuable it was to have positive activities available in the local area. One parent said, "It's good to have these events happening as it's hard to get kids into football clubs," and another commented, "It's so nice to sit back and watch my kids having fun."

Events like this show how working with local partners can strengthen communities and support young residents to grow in confidence. For example, we're currently working with The Mayors Fund for London, a youth charity that specialises in engaging with hard-to-reach groups to create more, impactful opportunities like this one. Also, our Neighbourhoods Team are always working on outreach projects to build relationships with partner organisations who will help to engage our young residents too.

Our focus based on your feedback

In September 2025, we visited you to ask some questions about our services as part of the Tenant Satisfaction Measures survey.

The Regulator for Social Housing (RSH) asks all housing providers to collect information from their residents to check how they're feeling about their landlord. These are called the Tenant Satisfaction Measures (TSM) and were introduced in 2023.

We knocked on the doors of over 25,000 homes to ask a few questions to residents on their doorsteps. We received 5,198 responses which, although slightly lower than last year, still means that we got to speak to over a quarter of you.

We've analysed the results and our overall satisfaction score from our renters was 66%, while it was 42% for our shared owners. This is an improvement from last year. You can see the full results on our website:

www.pahousing.co.uk/tsmsurvey

In response to these insights, and further feedback from our residents, we're making

changes to improve and strengthen our services. We're committed to addressing these areas of concern and improving the overall customer experience. Our four areas of focus for the next 12 months are:

- Tackling antisocial behaviour
- Your communal areas
- Listening to your views and treating you fairly
- Handling your complaints

Sometimes things go wrong

We know that sometimes we get it wrong that can have a big impact on you and your family. Complaints are another important way for your voice to be heard and for us to hear your views.

Over the past 12 months, we've been working hard to change how we handle your complaints to try and speed up the process and to ensure you get the answers you need.

Over the past 12 months, we've received 3,347 complaints with the majority being about repairs and our performance. Of these, 610 complaints progressed to stage 2 of our complaints process.

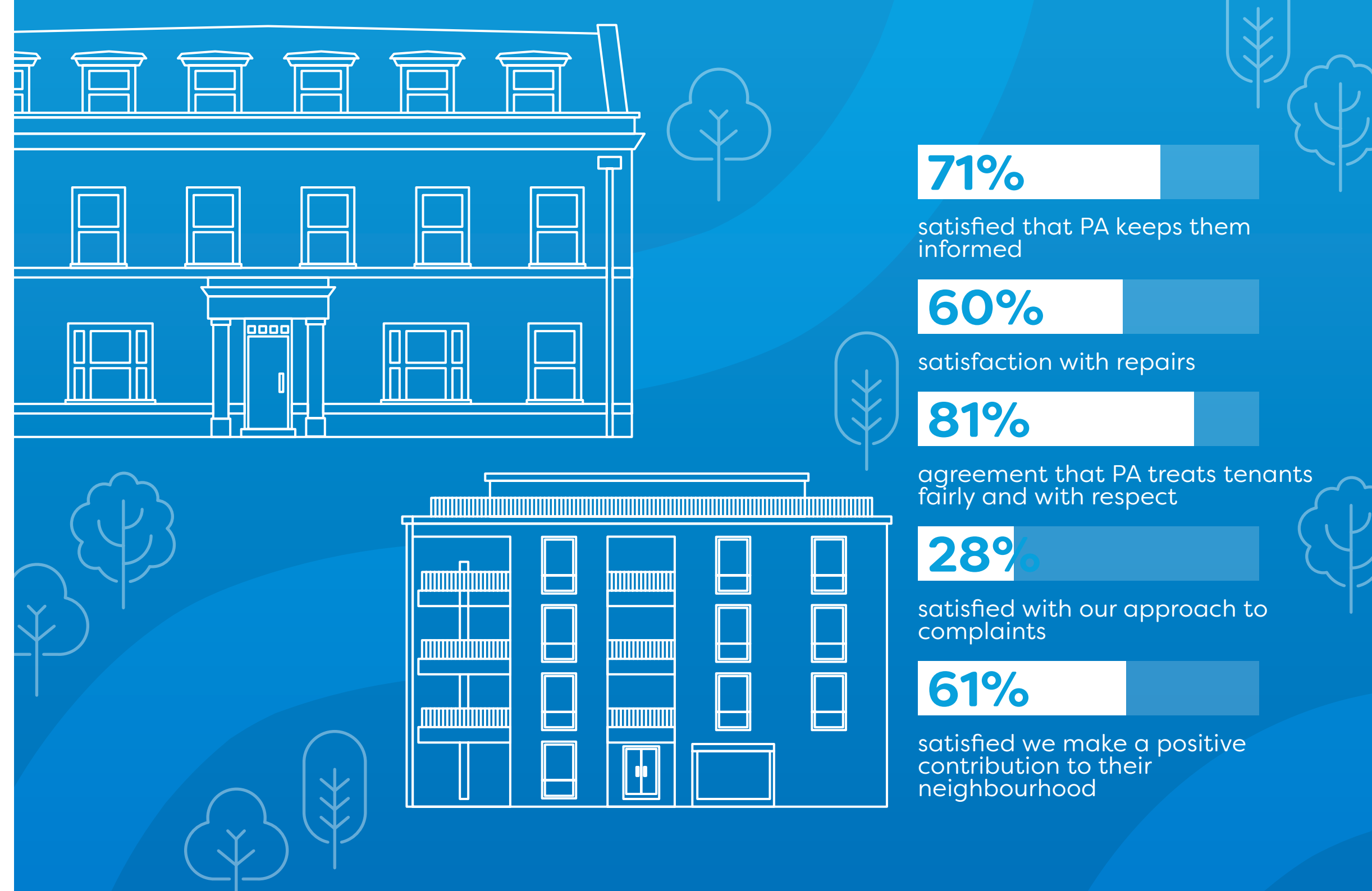
We know we have more work to do, so we will continue to listen to your feedback from your complaints, our TSM surveys (which we'll be repeating in September), resident working groups, and our chats at events.

We still have work to do

We know that sometimes we get it wrong that can have a big impact on you and your loved ones. That's why our complaints process is an important way for your voice to be heard.

Over the past 12 months, we've been working hard to change how we handle your complaints to try and speed up the process and get you the answers you need.

We know we have more work to do, so we will continue to listen to your feedback from your complaints, our TSM surveys (which we'll be repeating in September), resident working groups and ongoing engagement with you.





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