



Statement from the Management Committee on the Complaints Performance and Service Improvement Report 2025

Portsmouth Churches Housing Association is a small organisation with three hostels that provide a total of 31 bed spaces and 10 general needs properties. The Association is proud of its achievements in keeping all the properties maintained to a high standard and aim to resolve any reports of repairs and maintenance within 7 days.

Copies of the Association's Complaints Procedure, Self-Assessment and Statement from the Committee were available to all hostel clients and were located on the Notice Board. Paper copies were only available due to the Association not having a website. An email was sent to tenants with the procedure to advise them of the new changes. Feedback from the clients that they found the document too long to read, so a simple flow chart was produced. Since the assessment, a website was designed to ensure that all residents had access to all the information needed.

This year saw a rise in number of reports of black mould in the hostel properties. Each room was inspected, and the clients were advised that the mould was due to condensation rather than damp. One hostel has ensuite facilities with shower steam causing more condensation issues. The Executive Officer and Housing Manager visited each room and spoke to the clients to investigate ways to help the clients to combat the condensation mould. It was noted that clients were hanging towels over the ensuite doors which prevented them from being closed. Coat hooks and towel rails were installed, and dehumidifiers were issued along with information sheets about how to reduce condensation. The clients appreciated that the Association took this issue seriously and we will be monitoring the situation in the coming winter months.

Feedback forms are issued, following works carried out or when clients are moving out of the hostels. At present response is low, and we need to investigate alternative methods.

Unfortunately, Mrs. Moira Barber, who was the Association's Member Responsible for Complaints sadly passed away at the start of 2025, and the Association's Chairperson, Mr. Alan Moorcraft stepped in to cover the role. A newly elected named person will be announced on the website, following the AGM in October.

The Association is continuing to evolve in an ever-changing environment and remain confident in our compliance with the housing ombudsman and the Management Committee look forward to receiving any feedback to ensure that the Association is fully compliant with the Code