PORTSMOUTH CHURCHES
HOUSING ASSOCIATION LTD.

Statement from the Management Committee

Complaints Performance and Service Improvement Report 1st April 2025 – 31st March 2026

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 aims to resolve any reports of repairs and maintenance within 7 days.

Last year, in response to the hostel clients finding the Complaints Procedure too long and complicated to follow, an easy-to-follow flow chart was developed. This is now used as a poster on the Association's Notice Boards located in the three hostels along with promotion of the website where they can read the full procedure and direct links for the Housing Ombudsman website.

AI Technology has also assisted with translating policies for those who's first language is not English or audio version for the visually impaired.

Methods of reporting repairs and maintenance have been made easier in the hostels with clients able to write a repair request on boards located by the Housing Officer's offices – which are monitored daily by the Association's Contractors. Tenants in the General Needs Properties can report repairs by phone call, email or via a WhatsApp chat in which they can also send photographs of the repair needed. WhatsApp has become a popular method

The condensation mould cases since last year have improved, with clients being advised on methods that they can do to help prevent the issue. When clients have moved out of their accommodation, contractors are replacing extractor fans, checking window seals and vents and walls are painted with paint to help prevent mould.

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. One of the issues around the hostels is that The Salvation Army who are the support provider also have their own forms for clients to complete – so it may simply be a case of overloading of paperwork.

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

Mr. Alan Moorcraft

Member Responsible for Complaints