



Council Covering Statement: Governance and Performance Scrutiny

Subject: Submission to Housing Ombudsman – Landlord Assurance

Provider: PCHA

Date of Council Review: 30th July 2025

Purpose

This document accompanies [PCHA Governance Report](#) and confirms that the Council, as the ultimate landlord, has reviewed and scrutinised the provider's performance and governance response in line with the Housing Ombudsman's requirements.

Note: PCHA Governance report including within this document for reference

Council Assurance

The Council continues to work in close partnership with PCHA, who manage our housing stock and complaints handling processes. The Council has scrutinised the managing agent's complaints handling performance through regular contract review meetings, deep-dive case file audits, and collaborative service improvement sessions. This oversight ensures that complaints are managed effectively and that lessons learned are translated into meaningful action

The Council has examined the following reports provided by PCHA:

- Self-Assessment of Compliance with the Housing Ombudsman's Complaint Handling Code 2024 as our appointed managing agent.
- Annual Complaints Performance and Service Improvement Report (2024/25), documenting performance of the Council's housing stock.

The Council have completed:

- Our Self-Assessment of Compliance with the Complaint Handling Code as the ultimate landlord
- Our Annual Complaints Performance and Service Improvement Report (2024/25) scrutinising the providers performance.

Following this review, the Council is satisfied that:

- PCHA's self-assessment demonstrates full compliance with the Housing Ombudsman's Complaint Handling Code as the Council's appointed managing agent responsible for service delivery to our residents.
- Appropriate policies, processes, and procedures are in place to ensure complaints are managed fairly, transparently, and in accordance with regulatory standards providing reassurance to the Council as ultimate landlord of the agents compliance and governance.
- The Annual Complaints and Service Improvement Report evidences that complaints during 2024/25 were handled in line with the Code and that service improvements were implemented based on investigations and resident feedback.

Observations

- The low number of complaints recorded during 2024/25 reflects positive resident relationships, though it limits trend analysis.
- PCHA continues to learn from complaints and other feedback mechanisms, including Tenant Satisfaction Measures (TSM) surveys, to improve service delivery.
- The Council notes PCHA's performance under the London Borough of Bromley contract and acknowledges actions taken to address areas for improvement and embed good practice.

Council Position

As the landlord, the Council accepts PCHA's governance report and confirms that the provider's approach aligns with our shared commitment to high-quality service delivery and resident-focused outcomes. We will continue to monitor performance through regular reporting and engagement to ensure ongoing compliance and continuous improvement.



BOARD MEETING

17 June 2025

Board Response to the Self-Assessment and Complaints Performance and Service Improvement Report

PCHA'S Board met on 17 June 2025 and reviewed PCHA's Self-Assessment of Compliance with Housing Ombudsman's Complaints Code 2024. The Board also reviewed the annual complaints performance and service improvement report.

We are assured that these reports are a true reflection of PCHA's complaint handling and that these reports are a reasonable reflection of our position, as well as a demonstration of our commitment to putting residents' needs and high service delivery at the core of what we do.

In reviewing these documents, we are assured that the self-assessment determines that PCHA is compliant with the Housing Ombudsman's Complaint Handling Code and that any complaints received from our residents will be dealt with in accordance with this. We have previously reviewed the Complaints Policy to ensure we are compliant with the Code, and we are satisfied there are relevant processes and procedures in place to ensure complaints from our residents will be dealt with appropriately and fairly. Furthermore, our Annual Complaints and Service Improvement Report 24/25 demonstrates that during this period we responded to all complaints in line with the Housing Ombudsman's Complaint Handling Code and that several service improvements were made following investigation and resident feedback.

As a provider of social housing owning just over 400 units and managing an additional c.200 unit on behalf of the London Borough of Bromley (LBB), the relatively low number of complaints that were recorded during 24/25 reflects our positive relationship with our residents but makes it difficult to identify any underlying trends. However, we continue to learn from complaints and other feedback, such as the TSM survey, to improve our performance and service delivery.

The Board also notes PCHAs' complaints performance in relation to the LBB contract.

The Board recognises the work undertaken to follow up areas of performance improvement in respect of complaints received, good practice and feedback via our resident satisfaction survey and other resident engagement activities.