

Council Covering Statement: Governance and Performance Scrutiny 2025-26



Subject	Submission to Housing Ombudsman – Landlord Assurance
Provider	PCHA
Date of Council Review	16th September 2026

This document accompanies [PCHA Board Governance Report - June 2026](#) 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.

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 (2025/26), documenting performance of the Council's housing stock.

The Council have completed:

- The Council's Self-Assessment of Compliance with the Complaint Handling Code as the ultimate landlord
- The Council's Complaints Performance and Service Improvement Report (2025/26) 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 2025/26 were handled in line with the Code and that service improvements were implemented based on investigations and resident feedback.

Observations

- The Council notes the increase in complaints from 4 cases in 2024/25 to 18 cases in 2025/26, with most relating to repairs, communication and contractor performance. The Council recognises that this increase reflects both service-related issues and wider sector trends, including increased resident awareness of complaint rights, more detailed complaint submissions facilitated by emerging AI tools, and changes to complaint recording practices. Whilst service disruption within PCHA's Property Services Team contributed to complaints during the year, the Council is encouraged by the appointment of a new Property Services Manager and the positive improvements already being demonstrated through strengthened oversight, improved contractor management and a renewed focus on service delivery.
- The Council notes the Housing Ombudsman determination relating to damp and mould and has received assurance that the Ombudsman's guidelines have been fully complied with, with lessons learned and improvement actions implemented to reduce the risk of recurrence.
- The Council welcomes PCHA's proactive approach to managing disrepair claims through the complaints process, supporting earlier intervention and resolution where possible.
- The Council has noted a range of service improvements implemented during the year, including staff training, enhanced complaint handling, improved contractor oversight, strengthened monitoring arrangements and investment in damp and mould management.
- In light of regulatory requirements and Awaab's Law, the Council will continue to seek assurance that residents' concerns are addressed promptly, vulnerabilities are identified early, and repairs are completed within appropriate timescales.
- The Council welcomes PCHA's commitment to further reviewing lessons learned processes, contractor management and complex repairs handling, and will continue to monitor progress through regular contract management and performance review arrangements.
- Complaint response times were generally achieved during the year; however, the Council notes that delays in some repairs and damp and mould cases contributed to complaints and will continue to monitor performance in these areas.

Council Position

As the landlord, the Council accepts PCHA's governance report and is satisfied that appropriate arrangements are in place for the effective management of complaints and the delivery of service improvements. The Council acknowledges the increase in complaints during 2025/26 and has scrutinised the underlying causes, particularly those relating to repairs, communication, contractor performance and damp and mould. Assurance has been received regarding the actions taken by PCHA to address these issues, including management changes within Property Services, enhanced oversight arrangements, staff training, and strengthened contractor management.

The Council recognises that wider sector factors, including increased resident awareness of complaint rights, changes to complaint recording practices and the growing use of AI tools to support detailed complaint submissions, have contributed to the evolving complaints landscape. The Council welcomes PCHA's commitment to learning from complaints and Ombudsman outcomes and is encouraged by the positive improvements already being evidenced.

The Council remains committed to working collaboratively with PCHA to ensure services are responsive, resident-focused and compliant with regulatory requirements. Performance will continue to be monitored through regular contract management, reporting and assurance arrangements to support continuous improvement and positive outcomes for residents.