



PORTSMOUTH ROTARY HOUSING ASSOCIATION



ANNUAL COMPLAINTS PERFORMANCE AND SERVICE IMPROVEMENT REPORT 2025

A REVIEW OF COMPLAINTS RECEIVED IN 2025

PUBLICATION DATE 4 FEBRUARY 2026

During the financial year 1 January 2025 to 31 December 2025 Portsmouth Rotary Housing Association (PRHA) received 3 complaints, an increase of 3 compared the previous year.

All 3 complaints were from tenants living in our properties:

All three complaints received were due to time taken for PRHA to resolve queries with utility bills provided by PRHA.

The subject of the complaints received were:

- Length of time taken to respond
- Accuracy of electric sub-meter readings and associated bills
- Frequency of PRHA issuing bills

Two complaints were resolved at stage one and one complaint was resolved at stage two.

None of our complaints were referred to, or investigated by, the Housing Ombudsman Service 2025.

Learning from complaints to improve services

Issue	Learning point
Length of time taken to respond	Utility bills are handled by PRHA's part-time finance manager who works 14 hours per week. Utility bill administration has been transferred to another part-time employee who has increased hours of employment to ensure there are no future delays in response times.
Accuracy of electric sub-meter readings and associated bills	Where sites have individual sub-meters, PRHA will replace with smart meters. Tenants will have access to their usage and to provide assurance that the bills are accurate. The meters will be installed in 2026.
Frequency of PRHA issuing bills	From April 2026 all utility bills will be issued each month to tenants.

Conclusions:

The theme of the complaints received related to PRHA's administration of utility bills.

The learning points and agreed actions will make a significant improvement to the administration of utility bills and will provide tenants with assurance the charges are accurate based on their usage.

Work has commenced to implement the improvements which includes consultation with tenants.

PRHA holds monthly review of complaints and will be involving tenants in the review of complaints via the tenant panel which takes place 2-3 times per year.

We are keen to know if we fall short and are grateful for feedback received regarding our complaints process. Please provide feedback by completing the contact form on our website; sending an email to sending a text to 07860 063317.

BOARD'S RESPONSE TO THE ANNUAL COMPLAINTS PERFORMANCE AND SERVICE IMPROVEMENT REPORT

On 4th February 2026 the board received:

- the 2025 annual complaints performance and service improvement report for residents living in homes owned by PRHA.
- An update to the complaints policy for tenants living in homes owned by PRHA to meet the requirements of the Housing Ombudsman Complaint Handling Code

- A self-assessment against the Housing Ombudsman Complaints Handling Code

The Board has a Member Responsible for Complaints (MRC) who provides additional assurance to the Board on the effectiveness of HPT's complaints system.

The MRC and the Board have considered and approved PRHA's self-assessment that complies with all aspects of the Housing Ombudsman's Complaint Handling Code.

PRHA adopts the Housing Ombudsman's definition of a complaint as any expression of dissatisfaction. Throughout the year the Board has challenged the data and information provided to the Board. The challenge includes board members attending PRHA's tenant panel meetings and meeting tenants at individual site meetings.

This approach provides PRHA's Board assurance that the organisation is recording an accurate volume of complaints, as the Board does not believe that a low volume of complaints would be a positive sign.

PRHA has a dedicated staff member responsible for administering complaints which provides added assurance that PRHA's complaints handling is compliant with the complaint handling code.

As a small provider owning, managing 195 homes, the Board considers a summary of each complaint and the lessons learned from individual complaints. Training, expectations, and systems have all been improved since publication of the 2024 complaints review.

The Board will continue to monitor complaints received and will review reports to the Board to ensure that PRHA's tenants consistently receive excellent services.