

How to Contact Us

Customer Services Team - Tel: 01736 331799 Fax: 01736 331647
E-mail: contact@penwithha.org.uk
www.penwithha.org.uk

Repairs Hotline - FREEPHONE 0800 592238

PHA Emergency line - FREEPHONE 0800 592238 (5.00pm to 9.00am)

Rent Arrears - FREEPHONE 0800 0279880

Energy Advice - FREEPHONE 0800 7837226

Head Office

Penwith Housing Association Ltd
67 Morrab Road
Penzance Cornwall
TR18 2QJ

More Information

More information on is available on our website and publications available from us:

- PHA Tenants' Handbook and Repairs Handbook
- PHA Information Leaflets
- PHA Newsletters
- Tenancy Agreement
- The Housing Corporation's Tenants Guarantee

We can provide translation of the information contained within this leaflet



Welcome to PHA

As a resident of Penwith Housing Association you are joining an association of Tenants, Leaseholders and Service Users in almost 4000 homes across Cornwall.

Penwith Housing Association (PHA) prides itself in the mission “We aim to provide affordable housing and an excellent housing service for customers and work with partners to build sustainable neighbourhoods”.

About PHA

As a Housing Association, PHA is a non-profit making organisation which provides, builds, improves and manages the provision of Social Housing. The Association is also a Registered Social Landlord, which means we are registered with the Housing Corporation - the government agency which monitors the work of social landlords. We are registered with the Financial Services Authority as an Exempt Charity and this allows us to minimise our spending and maximise our income. The Association is governed by a Board of Management made up of Tenants, Councillors and Independent Members of the Community.

PHA is now over ten years old and since its creation has been able to obtain private finance to allow maximum investment in maintaining existing homes and the building of quality new homes for the people of Cornwall. PHA sees itself very much as serving the needs of the local community and the residents of Cornwall in general.

Achievements

The Association was formed in 1994, during this time it has developed many new initiatives to deliver high quality, cost effective services and to address particular housing needs in local communities. During the same period the Association has successfully completed many achievements which include:

- Established a housing stock of 3800 homes in Cornwall
- Developed over 800 homes for people in housing need throughout Cornwall.
- Investors In People Awards
- Involved our customers in service improvements
- Developed strong partnerships with Tenants' Committee and Residents Associations

- Developed Supported Housing Services
- Invested over £ million in bringing tenants homes up to a modern standard.
- Created a Neighbourhood Pride Scheme
- Introduced a Customer Services Team and Contact Centre
- Launched our Website
- Provided more choice of ways for our customers to pay rent and service charges

The Association aims to continue to improve services to customers by:

- Working in partnership with other organisations
- Increased investment in both staff and technology which began in 2002
- Anticipated improvements in terms of speedier lettings, quicker response times and a better service for vulnerable residents
- Prioritising the aim of reducing the average level of rent in real terms for our homes Investing in our local neighbourhoods to meet the Government's Decent Homes Standard by 2010
- Ensuring that the Association's property assets maximise their contribution to our work
- Involving our residents in service development

Customer satisfaction and involvement

Customer satisfaction is a key aim at PHA. The Association has a good track record of improving services and customer satisfaction. The Association is committed to continuously improve services and uses a choice or 'menu' of involvement mechanisms to find out what residents think of its services and uses these to identify areas for improvement.

PHA is also concerned to ensure that residents are able to shape services by being involved in developing service policies and strategies. Many areas already involve PHA residents and they will continue to take a major role in developing the services that our customers need and want.

Keeping In Touch

We keep in touch with our residents in many different ways. PHA publishes information in our leaflets, handbooks, website and quarterly newsletter 'PHA News'. Our Customer Services Team are in regular contact with customers by telephone, through letters and e-mail and at our reception areas. Many of our people - in particular Neighbourhood Managers, Housing Support Workers, Tenants' Committee Members and Board Members - are out and about in the local neighbourhoods talking face-to-face with individual customers and groups of customers.

PHA has many ways for our customers to get in touch and these contact details are shown on the back of this leaflet.

