

About PHA

Penwith Housing Association (PHA) is a non-profit making organisation; building, improving and managing affordable housing in Cornwall. It is a member of the [Devon & Cornwall Housing Group](#).

PHA is a registered social landlord with its work being monitored by the Tenant Services Authority. We are registered with the Financial Services Authority as an exempt charity.

PHA is governed by a [board of management](#) comprising tenants, councillors and independent members of the community.

The board delegate the day to day management of the operation to the senior management team.

With the support of our tenants, we formed in 1994 a voluntary transfer from the local authority. We have invested in our existing homes and built high quality new homes across Cornwall.



Achievements

We have developed many new initiatives to deliver high quality, cost effective services and to address particular housing needs in local communities.

We have:

- a housing stock of over 8000 homes - [click here for a map](#)
- developed over 800 homes
- become a national leader in renewable energy, financial inclusion and resident involvement
- received and retained the Investors in People Award and Customer Services Excellence Award
- involved our customers in service improvements
- developed strong partnerships with our Tenants Committee and residents associations
- invested over 30 million in bringing tenants homes up to a modern standard

We aim to continue to improve services to customers by:

- maximising investment as part of the Devon & Cornwall Housing group
- working in partnership with other organisations
- increasing investment in both staff and technology
- investing in our local neighbourhoods to meet the government's Decent Homes standard
- ensuring that our property assets maximise their contribution to our work.

We are passionate about performing to a high standard and continuously improving services for residents and their communities.

We have a set of Key Performance Indicators that are used to measure our performance. Our current performance can be found on the [performance update](#) page.