

## PHA leaflets and communications

Communicating with our residents is very important to PHA as it encourages a wider understanding of what we do and enables residents to be involved in important decisions. We distribute information and keep our residents informed in many ways.



















As well as keeping our website up-to-date, we publish **Open Door, our magazine for residents**. Residents in the PTC's Media Group work with staff to ensure that the content is relevant and informative. Copies are sent to each of our properties but we are working towards enabling residents to opt for an e-mail only version.





We constantly measure how we are performing and keep our residents informed about this with Key Performance Indicators. This easily understood table of information is published on this [website](#), in each newsletter and displayed in our Penzance office display window.

To keep residents better informed about our annual performance figures, we publish an **annual report**. Last year the Tenant Services Authority asked us to produce a new 'residents annual report' saying how we meet their national standards.



We are currently updating our suite of information leaflets; these are displayed in our receptions as well as available via this website. We are working hard to make sure that they are suitable for PHA and DCH customers in Cornwall. There is still some more work to be done and some details may not always be relevant to all. The most recently updated are available immediately below. Please contact your housing officer or the customer services team if you have any questions.

<a href="#">Repairs Handbook</a>		<a href="#">Getting Involved</a>	
<a href="#">Tenants' Handbook</a>		<a href="#">Complaints</a> To listen to an audio version, click <a href="#">here</a>	
<a href="#">Decent Homes Frequently Asked Questions</a>		<a href="#">Rent arrears</a> To listen to an audio version, click <a href="#">here</a>	
<a href="#">Gas Servicing</a>		<a href="#">Radon</a>	
<a href="#">Aids and Adaptations</a>		<a href="#">How to pay your rent</a> To listen to an audio version, click <a href="#">here</a>	
<a href="#">Asbestos</a>		<a href="#">Service Standards</a>	
<a href="#">Anti Social Behaviour: Give respect, get respect</a> To listen to an audio version, click <a href="#">here</a>		<a href="#">Fireworks: Responsible Use</a> <a href="#">Fact Sheet</a>	
<a href="#">Fire Safety for Residents Fact Sheet</a>		<a href="#">Fire Extinguisher Fact Sheet</a>	

<p><a href="#">Energy Advice</a></p>		<p><a href="#">Leaseholders' Handbook</a></p>	
<p><a href="#">Condensation</a></p> <p>To listen to an audio version, click <a href="#">here</a></p>		<p><a href="#">Mutual exchange</a></p> <p>To listen to an audio version, click <a href="#">here</a></p>	

To ensure we are able to communicate with all of our residents, our website offers an instantly available '[browsealoud](#)' facility as well as a [language translation service](#). There is also an option to change the way the colour of this site's text and background if preferred, (please click [here](#)). Alternatively, all of our publications are available in large print, audio and other languages upon request.

Residents visiting our Penzance office can view the information window. This is frequently updated and has a wealth of information ranging from training opportunities to resident involvement opportunities.



**Leaflets about PHA**



[Continuous improvement leaflet](#) How we improve our services

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