

## PHA publications

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 decisions important to them. We distribute information and keep our residents informed in many ways.

To ensure we are able to communicate with all of our residents, our website offers an instantly available '[browseaoud](#)' 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.

As well as keeping our website up-to-date, we publish a [residents' newsletter](#) three times a year. Residents in the PTC's Media Group work with our staff to ensure that the content is relevant and informative. Copies are sent to each of our properties and residents can opt for an e-mail only version if preferred.



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.

More detailed performance information is published in our Annual Report. To keep residents better informed about our annual performance figures, we publish this as a '[PHA News Extra](#)'. Whereas the PHA News has information from different neighbourhoods as well as updates about our services, the 'extra' edition is a chance for our service teams to blow their own trumpets about new projects and services.

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.



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 our information leaflets are suitable for PHA and DCHA 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.

### [Repairs Handbook](#)



### [Getting Involved](#)



### [Decent Homes Frequently Asked Questions](#)



### [Rent Arrears](#)



### [Gas Servicing](#)



### [Radon](#)



### [Disabled Adaptations](#)



### [Bereavement: Ending a Sole Tenancy](#)



### [Asbestos](#)



### [Service Standards](#)



## Leaflets about PHA



[Welcome to PHA](#) About our organisation



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



[Complaints leaflet](#) How to make a complaint



[Our tenants handbook](#) More information about your rights and our services



[Respect and anti-social behaviour statement](#) Information on dealing with nuisance and harassment



[Condensation and mould leaflet](#) How to avoid condensation and mould problems



[Leaseholder manual](#) A comprehensive guide for all our leaseholders

[Sign In](#)