



Tenant Newsletter

September 2026

Welcome to the September 2026 edition of the People First Tenant Newsletter. This newsletter explains what tenants told us in the latest satisfaction survey, what we have learned from complaints, what Awaab's Law means for repairs and hazards, how to keep your boiler working safely, where to get help with money worries, and how our Tenant Wellbeing Officer may be able to support you. You can also read this newsletter online at pfa.co.uk.

Tenant Satisfaction Survey 2026

What you told us, and what we will do next

Thank you to everyone who took part in our latest tenant satisfaction survey. We are pleased that many tenants are satisfied with our services, but we also know there are areas where we need to do better. Your views help us shape what we do next.

Between January and March 2026, we asked tenants what is working well and what could be better. We received 98 completed surveys through telephone calls, doorstep visits, email and post.

What tenants told us was working well

Tenants gave especially positive feedback about being treated fairly and with respect, being kept informed, and feeling safe at home.

Headline result: 85.7% of tenants who replied said they were satisfied with People First overall.

- **90.6%** were satisfied that People First treats tenants fairly and with respect.
- **88.4%** were satisfied that we keep tenants informed.
- **87.6%** were satisfied that their home is safe.

Where tenants want to see change

The survey also showed where we need to make changes. We will focus on these areas during the year ahead.

- **Complaints handling:** 58.3% of tenants who answered this question were satisfied. As only a small number of tenants responded, we will not rely on this result alone. Even so, it tells us we need to strengthen how we respond when tenants raise concerns.
- **Repair completion times:** 74.0% of tenants who had used the repairs service were satisfied with how long repairs took to complete.
- **Shared areas:** 74.7% were satisfied with spaces such as entrances, corridors and other areas used by more than one household. This area had the highest number of negative responses.

You said, we will

You said	We will
Some tenants are less satisfied with how complaints are handled.	Use this feedback to improve how we acknowledge complaints, keep tenants updated, make sure the right person deals with the issue, respond clearly and explain the outcome.
Some repairs take longer than tenants expect.	Look at why some repairs take longer, including appointments, repeat visits, tenant updates and how well contractors are carrying out the work.
Some tenants are less satisfied with shared areas.	Check cleaning, repairs and inspection standards in these areas where tenants raised concerns.
Some tenants told us their area could be better.	Look more closely at feedback from places where tenants were less satisfied, while protecting tenants' privacy.

What happens next

We will publish the survey results with a clear summary of how the survey was carried out. We will also share updates on our progress, so tenants can see what we are doing in response.

Share your feedback: You can continue to share views, raise concerns and make suggestions at any time. Please contact **Andrew Barker, Housing Services Manager**, on **0161 235 6900** or email **housing@pfha.co.uk**.

You said, we listened: learning from complaints

When something goes wrong, we want tenants to feel confident telling us. Complaints help us put problems right and show us where services need to improve.

Each year we review how well we have handled complaints against our Complaints Policy and the Housing Ombudsman's Complaint Handling Code.

How we performed

In 2025/26 we received 17 complaints: 8 about repairs, 6 about how we communicated or dealt with issues, 2 about neighbour-related concerns or anti-social behaviour, and 1 about property condition. We accepted every complaint we received.

We responded to every complaint on time and did not need to extend any response deadlines. Each case was checked against our Complaints Policy, and we confirmed the outcome with tenants and closed each Stage 1 or Stage 2 complaint with their agreement. In four cases, we awarded compensation to recognise inconvenience caused.

What we learned

Complaints helped us learn more about repairs, communication, urgent issues and keeping tenants informed when other organisations are involved.

As a result, we have improved out-of-office arrangements, strengthened how urgent repairs are handled, taken steps to reduce boiler supply delays, and improved contact with external agencies.

What happens next?

Our Board has confirmed that People First complied with the Complaint Handling Code during 2025/26. Over the next year, we will keep complaints information clear and easy to access, act earlier when service requests may be turning into complaints, keep staff learning up to date, and publish information about our performance and improvements.

Keep telling us what you think

If you are unhappy with a service, please let us know. The sooner we hear about a problem, the sooner we can look into it and, where needed, put things right. Your feedback helps us improve the services you receive.

If you would like to know more, you can read our full complaints performance report, Complaint Handling Code self-assessment, Board response and Complaints Policy on the complaints section of our website.

Awaab's Law: making homes safer more quickly

Everyone deserves a safe, secure and well-maintained home. Awaab's Law sets clear timescales for social housing landlords to investigate and respond to certain hazards, including emergency hazards and significant damp and mould hazards. It is intended to make sure serious hazards are acted on more quickly and tenants are listened to when they raise concerns.

What should I report?

Please report any damp, mould or another hazard that worries you, such as black mould, damp patches, leaks, heating problems, unsafe electrics, damaged doors or windows, or anything else that may affect your health or safety.

How to report a problem

Call People First on **0161 235 6900** or email **housing@pfha.co.uk**. Please tell us what the problem is, where it is, when you first noticed it and how it is affecting your household.

Please also tell us if anyone in your household may be at greater risk because of age, disability, health condition or pregnancy, as this helps us assess the risk and decide what action may be needed.

How People First will respond

We will record your report, assess how urgent it appears to be and consider whether Awaab's Law may apply. We may ask for more information, arrange an inspection, send a contractor, carry out repairs or take other appropriate action.

We will consider your home and household circumstances when assessing the risk and will aim to explain our findings and next steps clearly.

Expected timescales

These timescales apply where Awaab's Law covers the issue reported. Not every repair or damp and mould report will automatically fall within them.

- Emergency hazards: where Awaab's Law applies, we must investigate any possible emergency hazard and, if we find one, carry out the safety work needed to make the hazard safe within 24 hours.
- Significant damp and mould hazards: where a report suggests there may be a significant damp and mould hazard, we must investigate within 10 working days. If we find a significant hazard, we must provide a written summary within 3 working days of the investigation ending and carry out work needed to make the hazard safe within 5 working days.
- Preventative work: if we find a significant or emergency hazard, we must begin, or take steps to begin, work intended to reduce the risk of the problem happening again within 5 working days. If this cannot start within 5 working days, it must physically begin within 12 weeks.

Where the law requires it, and where appropriate, we may need to consider suitable temporary accommodation if safety work cannot be completed within the required timescales. If this is needed, we will discuss this with you.

Reasonable adjustments

If you need information in a different format, help to understand our letters, support with appointments, or another adjustment because of a disability, health condition or other need, please tell us. We will consider reasonable adjustment requests in line with our duties and what is reasonable in the circumstances.

If you are unhappy with our decision

If you disagree with our assessment, proposed action or timescale, please tell us. We will consider your concerns and explain our response. You can also make a complaint through our complaints process.

If you remain unhappy after our final response, you can contact the Housing Ombudsman for advice or ask them to consider your complaint. You can also search GOV.UK for “Awaab’s Law social housing”.

Keep your boiler switched on at the mains

Please do not turn your boiler off at the mains. Your boiler needs a small, constant power supply so it can protect itself, especially during cold weather. Switching it off completely can cause damage, lead to breakdowns and may mean repairs are needed.

Frost protection will not work: Many modern boilers can protect themselves in freezing weather by turning on briefly when needed. If the power is off, this protection cannot work, which increases the risk of frozen or burst pipes.

Internal parts may seize up: Some boilers run short automatic cycles to keep parts moving properly. Turning the power off for long periods can stop these cycles and may lead to faults or breakdowns.

The boiler may be damaged: Regularly switching the power off and on can put extra strain on the boiler’s electrical parts and may shorten its lifespan.

You may be left without hot water: If you have a combi boiler, switching it off at the mains means you will not have hot water until the boiler is switched back on.

If you want to reduce your energy use, please use your thermostat, timer or boiler controls rather than turning the boiler off at the mains. If you are unsure how to adjust your settings, or if you are having problems with your heating or hot water, please contact People First on **0161 235 6900** or email **housing@pfha.co.uk**.

Top tip: Leave your boiler switched on at the mains so its built-in safety features can work, especially in cold weather.

Help if you are having money worries

If you are worried about debt or rent arrears, please contact us. We can talk through your options. You can also speak to an independent advice service if you prefer.

Advice service	Telephone	Website
Citizens Advice	0344 411 1444	www.citizensadvice.org.uk
National Debtline	0808 808 4000	www.nationaldebtline.org
Step Change	0800 138 1111	www.stepchange.org
Money Advice Service	0800 138 7777	www.moneyhelper.org.uk

Support from our Tenant Wellbeing Officer

People First is piloting a part-time Tenant Wellbeing Officer service until March 2027. The role is there to offer short-term, practical support if something is affecting your wellbeing, your confidence, or your ability to manage your tenancy. Asking for help will not affect your tenancy rights.

How the Wellbeing Officer can help

You do not need to be in crisis to get in touch. The Wellbeing Officer can listen, talk through what is happening, agree simple next steps, and help connect you with other services if specialist or longer-term support is needed.

- Money, benefits, rent, or changes in income
- Feeling overwhelmed, anxious, low, lonely, or isolated
- Coping after illness, bereavement, relationship breakdown, hospital discharge, or another life change
- Concerns that problems may affect your tenancy, or uncertainty about where to get help

Support is voluntary, short-term, and focused on practical next steps. Your privacy will be respected, although we may share information if needed to help keep someone safe. The service does not replace emergency, medical, mental health, or long-term care support.

Get in touch

If you would like support, please contact us and ask about Tenant Wellbeing support. Call 0161 235 6900 or email housing@pfha.co.uk.

Contact People First

Head Office

Windrush Millennium Centre, 70 Alexandra Road, Moss Side, Manchester, M16 7WD

Telephone: 0161 235 6900

Website: www.pfha.co.uk

Email: admin@pfha.co.uk

People First Housing Association Ltd – *community-based, tenant-led*

People First Housing Association is registered under the Co-operative and Community Benefit Societies Act 2014, Registration No 27746R. Homes and Communities Agency Registration No L4088. It has charitable status.

Chairman Iain Francis | **Chief Executive** Kulbinder Kang