

NRHA - Complaints overview 2025/26 managed only

FORMAL COMPLAINTS

2

↓ 6 LAST YEAR

RESPONDED WITHIN

10 DAYS

100%

RESOLVED AT

STAGE 1

50%

COMPLAINT NOT

PROCESSED

0

HOUSING OMBUDSMAN

DETERMINATION

0

SATISFACTION

WITH PROCESS

(0 RESPONSE)

FORMAL COMPLAINTS

Managed Owned & Managed



SERVICE REQUESTS

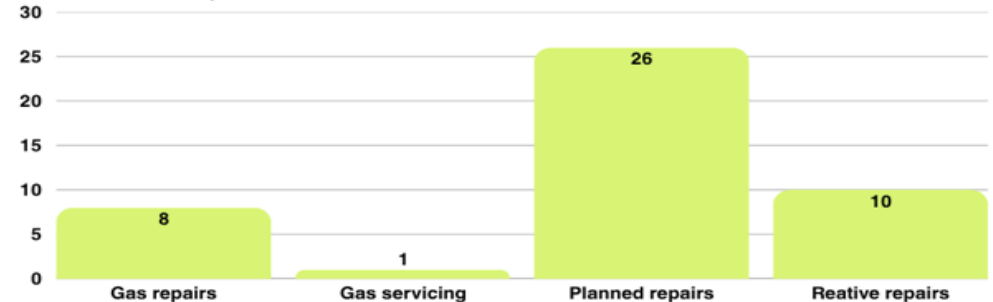
Managed Owned and managed



FORMAL COMPLAINTS PER CATEGORY - 2025/26



SERVICE REQUEST PER CATEGORY - 2025/26



Formal complaints performance - managed homes

PERFORMANCE MEASURE	TARGET	QUARTER 1 1/4/25 - 30/6/25	QUARTER 2 1/7/25 - 30/9/25	QUARTER 3 1/10/25 - 31/12/25	QUARTER 4 1/1/26 - 31/3/26
NUMBER OF COMPLAINTS NOT PROCESSED		0	0	0	0
NUMBER OF STAGE 1 COMPLAINTS		0	1	0	1
STAGE 1 - ACKNOWLEDGED WITHIN 3 DAYS	100%	N/A	100% (1)	N/A	100% (1)
STAGE 1 - RESPONSE WITHIN 10 DAYS	95%	N/A	100% (1)	N/A	100% (1)
STAGE 1 - RESPONSE EXTENDED	<5%	N/A	0% (0)	N/A	0% (0)
STAGE 1 - COMPLAINTS RESOLVED	95%	N/A	100% (1)	N/A	0% (0)
NUMBER OF STAGE 2 COMPLAINTS		N/A	0	0	1
STAGE 2 - ACKNOWLEDGED WITHIN 3 DAYS	100%	N/A	N/A	N/A	100% (1)
STAGE 2 - RESPONSE WITHIN 20 DAYS	95%	N/A	N/A	N/A	100% (1)
STAGE 2 - COMPLAINTS RESOLVED	95%	N/A	N/A	N/A	100% (1)
STAGE 2 - COMPLAINT CLOSED WITHOUT RESOLUTION	5%	N/A	N/A	N/A	0% (0)
NUMBER OF HOUSING OMBUDSMANS DETERMINATION		0	0	0	0
NUMBER OF COMPLAINT FAILURE ORDERS		0	0	0	0
SATISFACTION WITH COMPLAINTS PROCESS	65%	NO RESPONSES	NO RESPONSES	N/A	NO RESPONSES