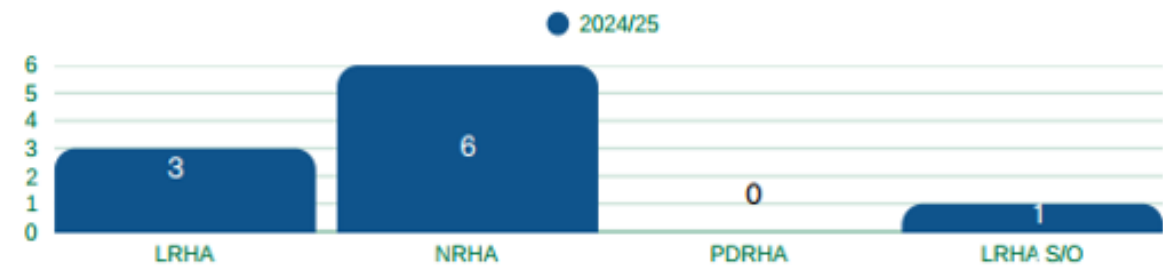


NRHA ANNUAL COMPLAINT HANDLING AND SERVICE IMPROVEMENT REPORT  
(MANAGED)

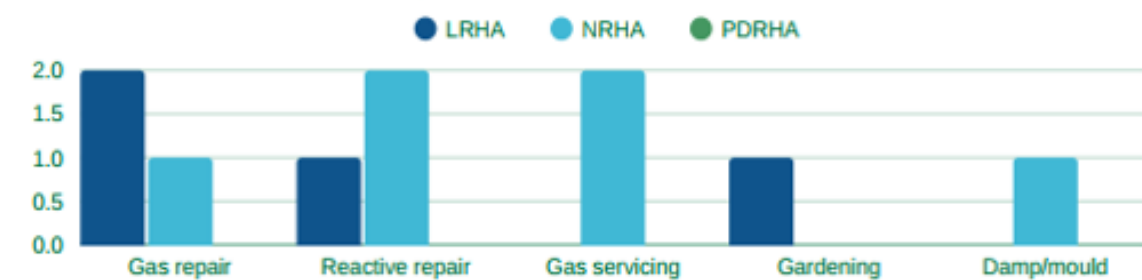
## emh - Formal Complaints

1st April 2024 to 31st March 2025

Number of formal complaints per RHA



Formal complaint category per RHA



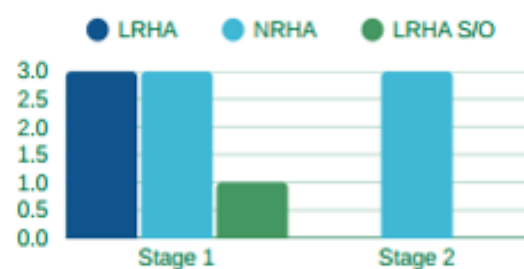
Stage 1 (10 complaints)

Acknowledged within 5 days	10
Responded within 10 working days	8
Deadline extended	1
Responded within extended deadline	1

Stage 2 (3 complaints)

Acknowledged within 5 days	2
Responded within 20 working days	3
Deadline extended	0
Responded within extended deadline	0

Number of Stage 1 and 2 complaints per RHA



Number of the Housing Ombudsman determinations: 1 (complaint not related to this financial year)

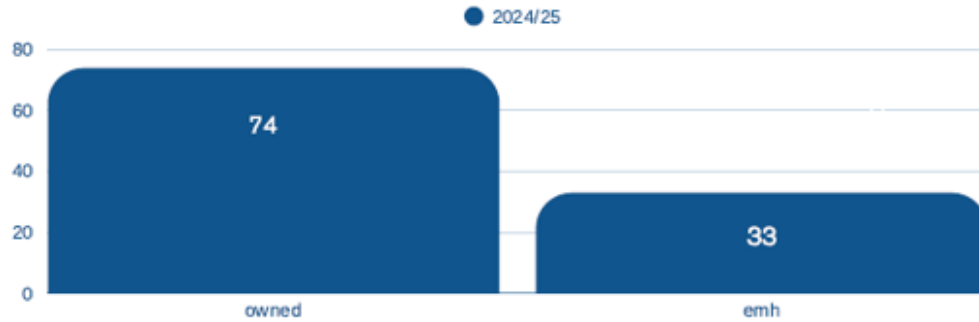
There was a service failure by the landlord in respect of a gas repair over the Christmas period and additional compensation was awarded.

[Some examples of service improvements made as a result of the learning](#)

## NRHA owned and managed - Service requests

1st April 2024 to 31st March 2025

### Number of service requests per landlord



### Service requests categories

