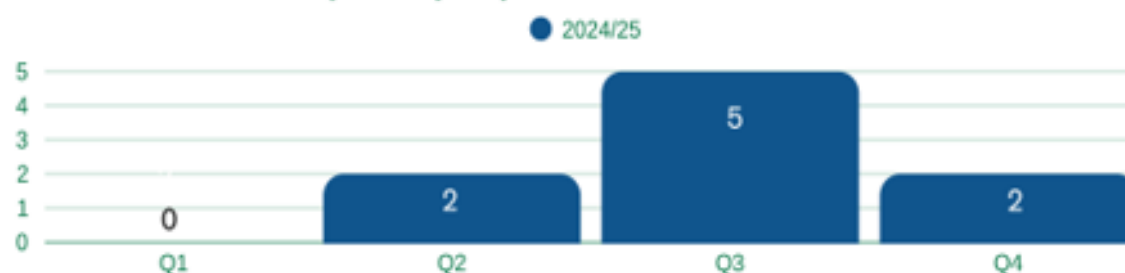


NRHA ANNUAL COMPLAINT HANDLING AND SERVICE IMPROVEMENT REPORT (OWNED)

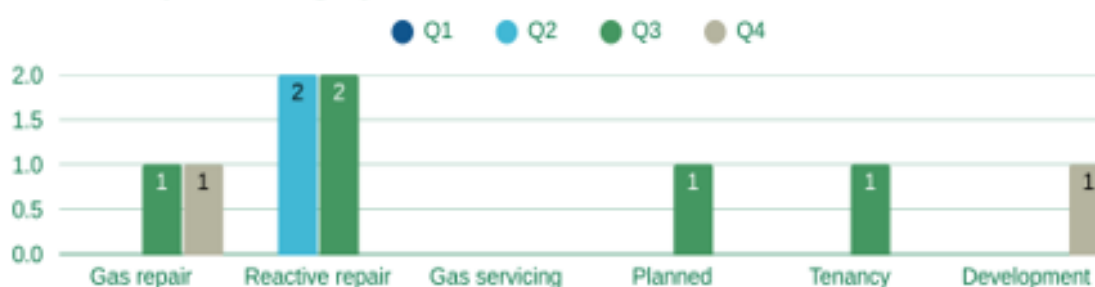
NRHA owned only - Formal Complaints

1st April 2024 to 31st March 2025

Number of formal complaints per quarter



Formal complaint category



Stage 1 (6 complaints)

Acknowledged within 5 days	6
Responded within 10 working days	6
Deadline extended	0
Responded within extended deadline	N/A

Stage 2 (3 complaints)

Acknowledged within 5 days	3
Responded within 20 working days	3
Deadline extended	N/A
Responded within extended deadline	N/A

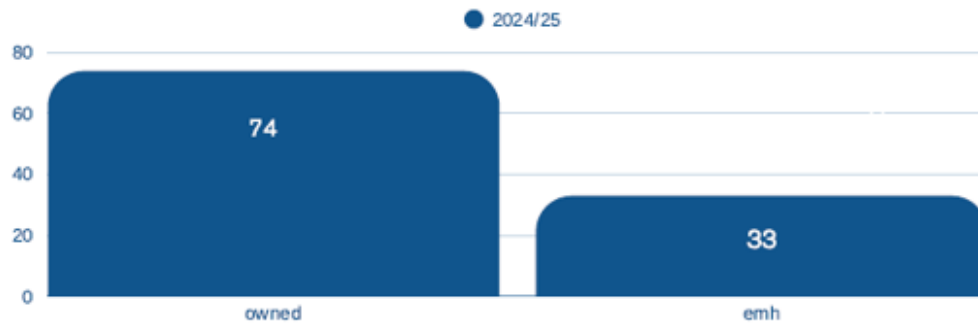
Number of the Housing Ombudsman determinations: 0

[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

