

NRHA - Complaints overview 2025/26 owned homes

FORMAL COMPLAINTS

5

↓ 9 LAST YEAR

RESPONDED WITHIN
10 DAYS

100%

RESOLVED AT
STAGE 1

80%

COMPLAINT NOT
PROCESSED

0

HOUSING OMBUDSMAN
DETERMINATION

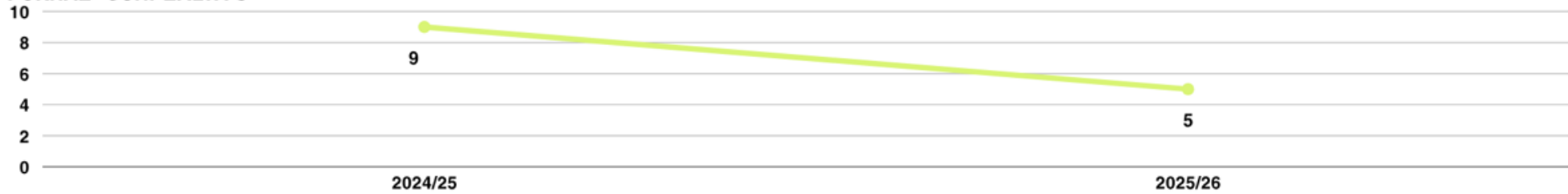
0

SATISFACTION
WITH PROCESS

100%

(1 RESPONSE)

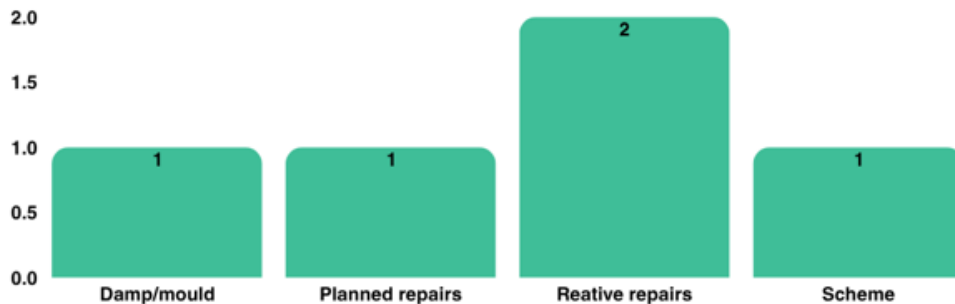
FORMAL COMPLAINTS



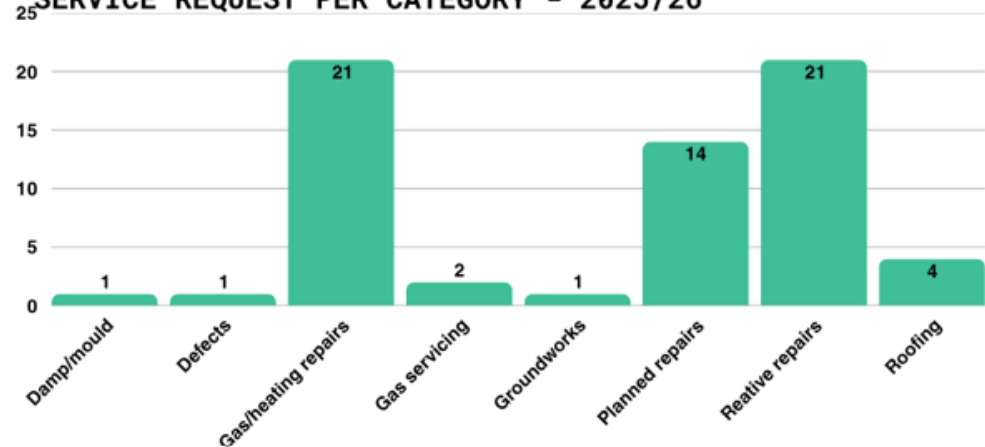
SERVICE REQUESTS



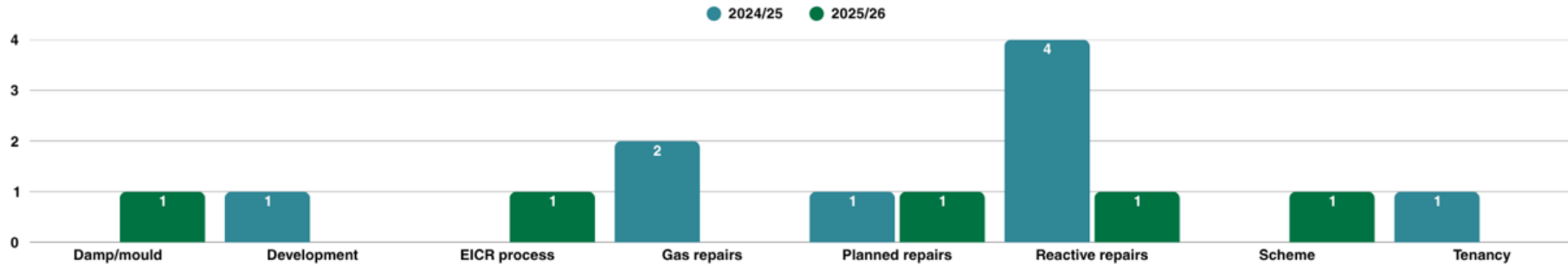
FORMAL COMPLAINTS PER CATEGORY - 2025/26



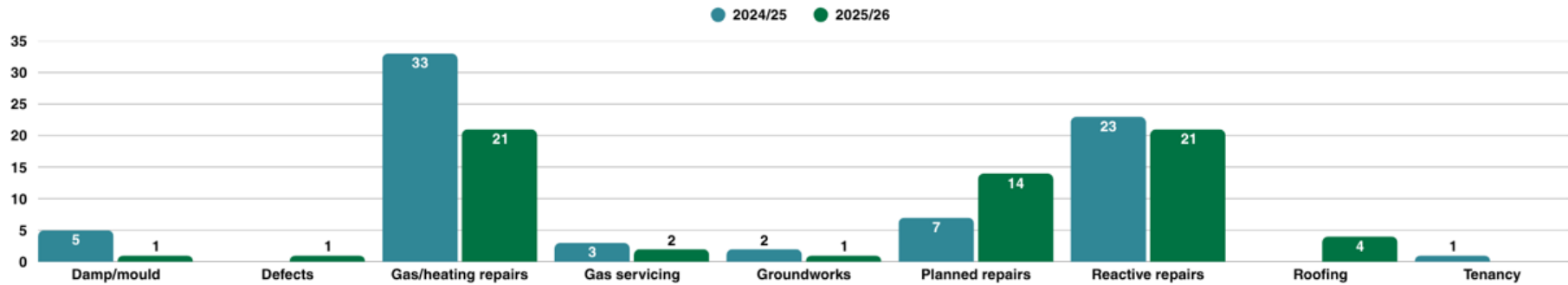
SERVICE REQUEST PER CATEGORY - 2025/26



FORMAL COMPLAINTS PER CATEGORY



SERVICE REQUESTS PER CATEGORY



Formal complaints performance

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		1	1	0	3
STAGE 1 - ACKNOWLEDGED WITHIN 3 DAYS	100%	100% (1)	100% (1)	N/A	100% (3)
STAGE 1 - RESPONSE WITHIN 10 DAYS	95%	100% (1)	100% (1)	N/A	100% (3)
STAGE 1 - RESPONSE EXTENDED	<5%	0% (0)	0% (0)	N/A	0% (0)
STAGE 1 - COMPLAINTS RESOLVED	95%	0% (0)	100% (1)	N/A	100% (3)
NUMBER OF STAGE 2 COMPLAINTS		1	0	0	0
STAGE 2 - ACKNOWLEDGED WITHIN 3 DAYS	100%	100% (1)	N/A	N/A	N/A
STAGE 2 - RESPONSE WITHIN 20 DAYS	95%	100% (1)	N/A	N/A	N/A
STAGE 2 - COMPLAINTS RESOLVED	95%	0% (0)	N/A	N/A	N/A
STAGE 2 - COMPLAINT CLOSED WITHOUT RESOLUTION	5%	100% (1)	N/A	N/A	N/A
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	100% (1)