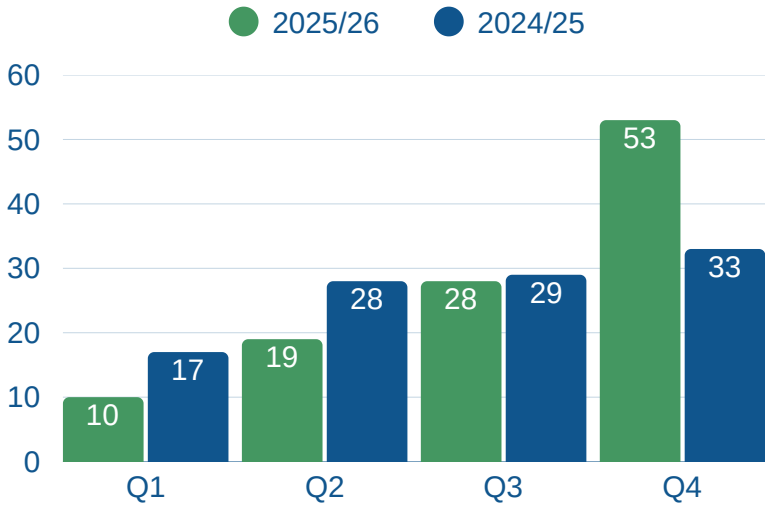


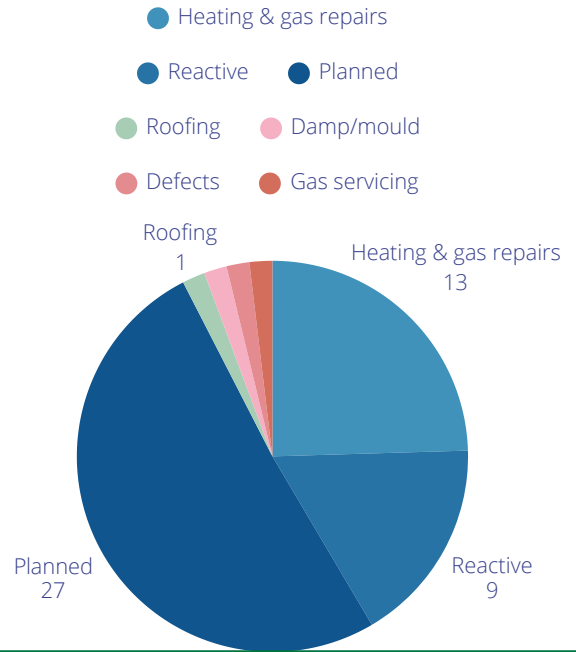
NRHA Service requests

1st April 2025 to 31st March 2026

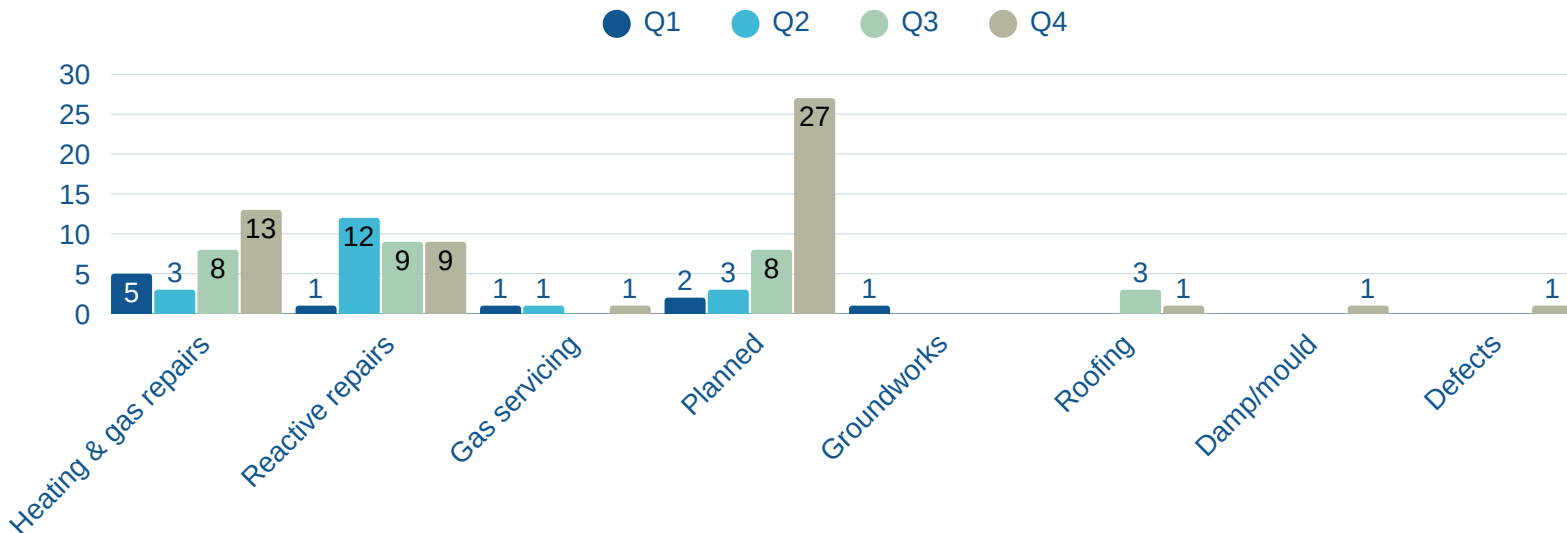
Number of service requests per quarter compared to last year



Service requests per category - Q4



Service requests categories per quarter



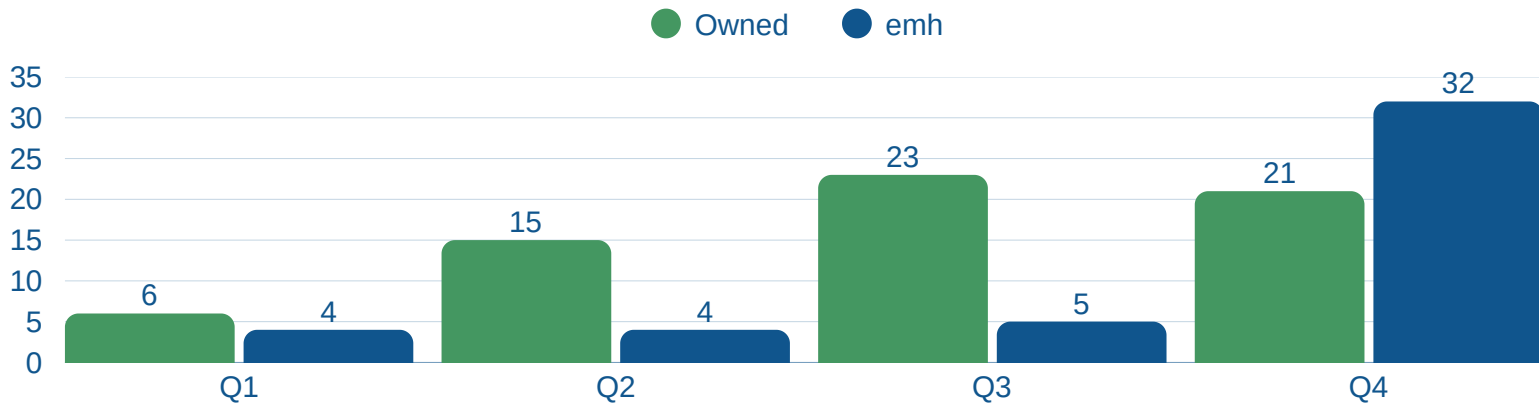
Actions taken:- (Planned category includes the EICR process)

- Individual issues raised at contractor meetings and minuted
- emh Contractor, ITC, will contact residents 24/48 hours before an appointment
- Trialling a more customer friendly format for legal letters and manager check before sending.
- Strengthen representation at contractor meetings to address concerns directly and in a timely manner
- Contractors required to provide photos and videos of appointments when cards are left
- Enhancing the post-EICR satisfaction survey process

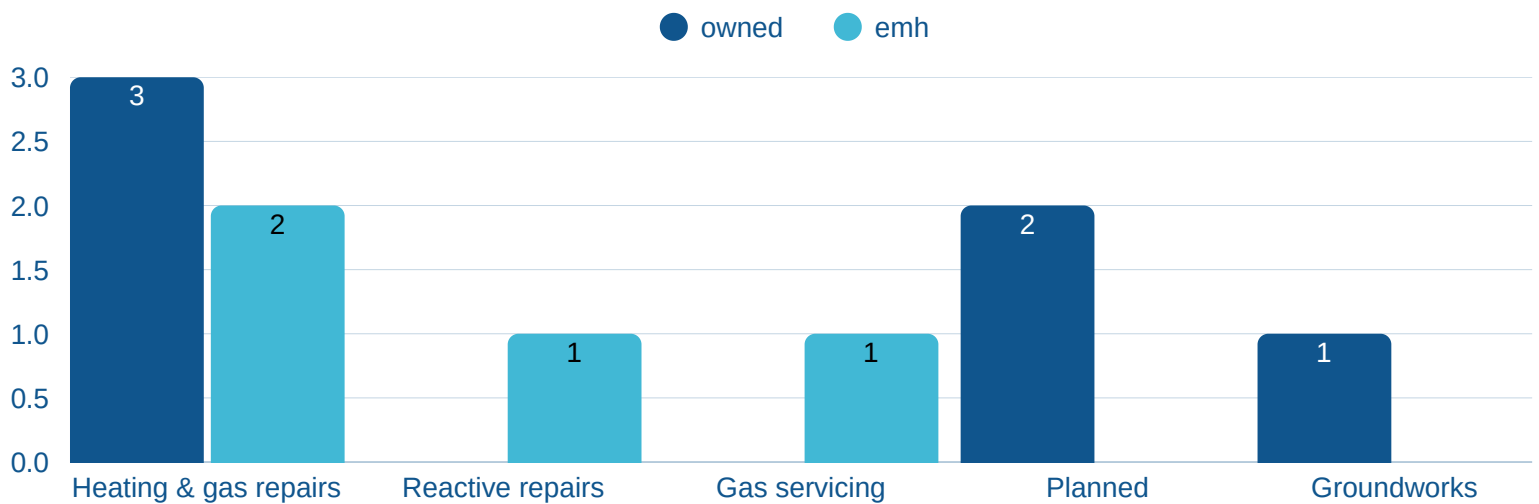
NRHA Service requests (owned/managed)

1st April 2025 to 31st March 2026

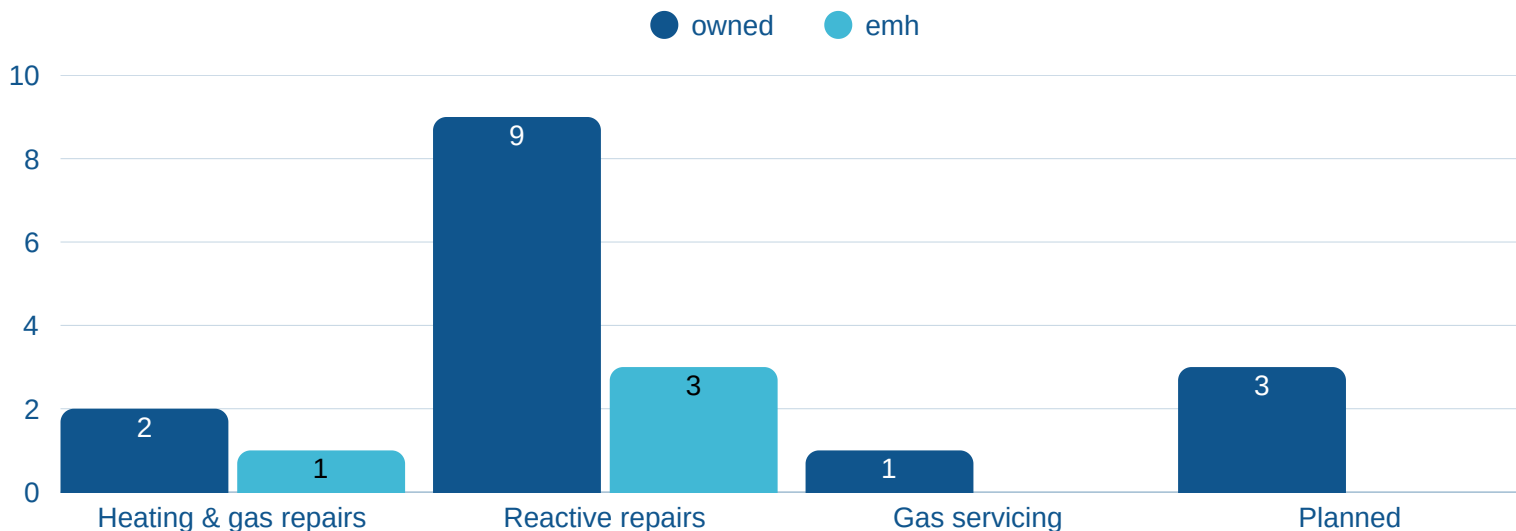
Number of service requests per organisation



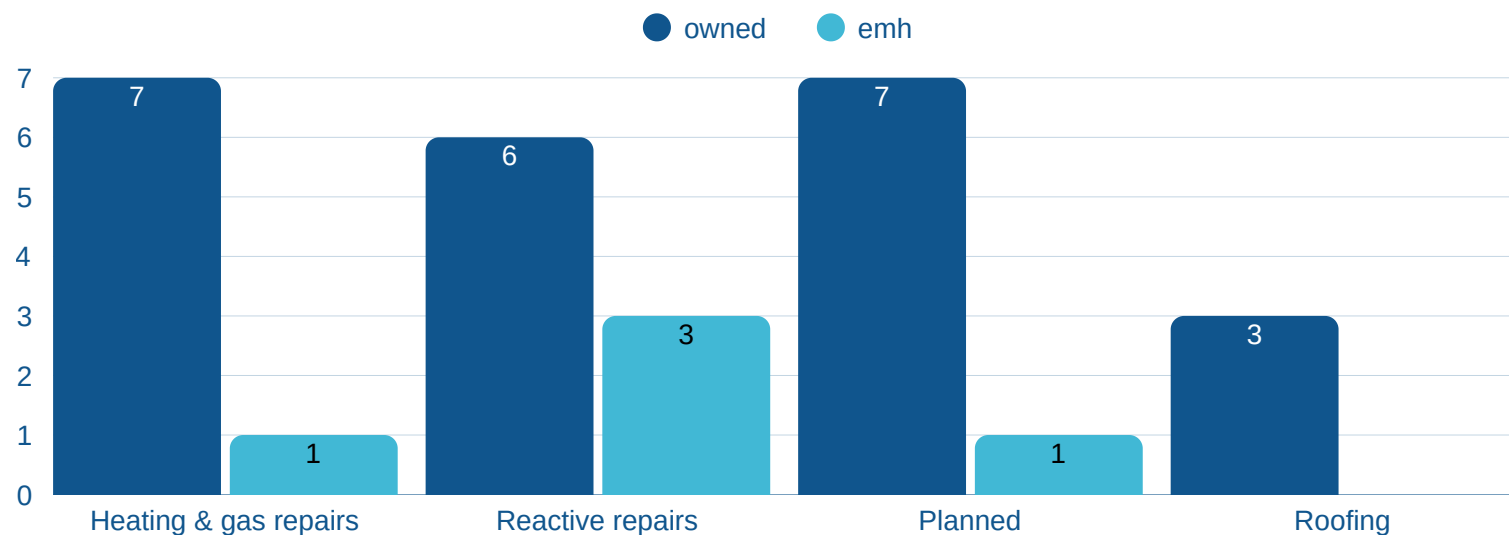
Service requests categories Q1



Service requests categories Q2



Service requests categories Q3



Service requests categories Q4

