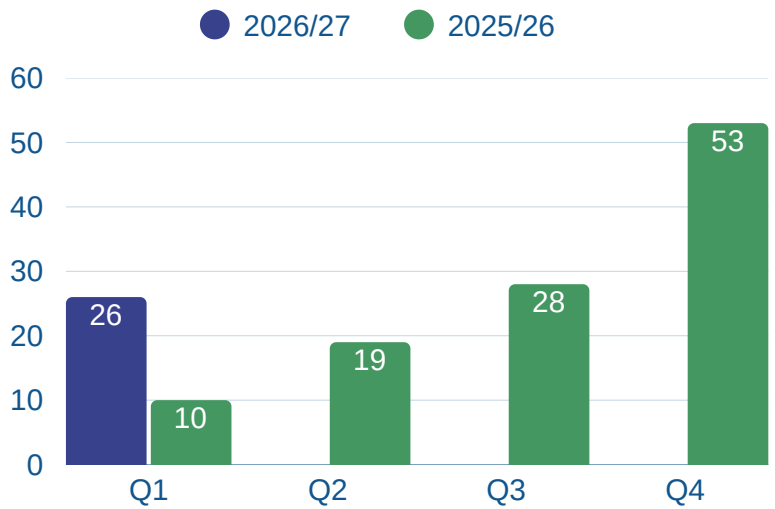


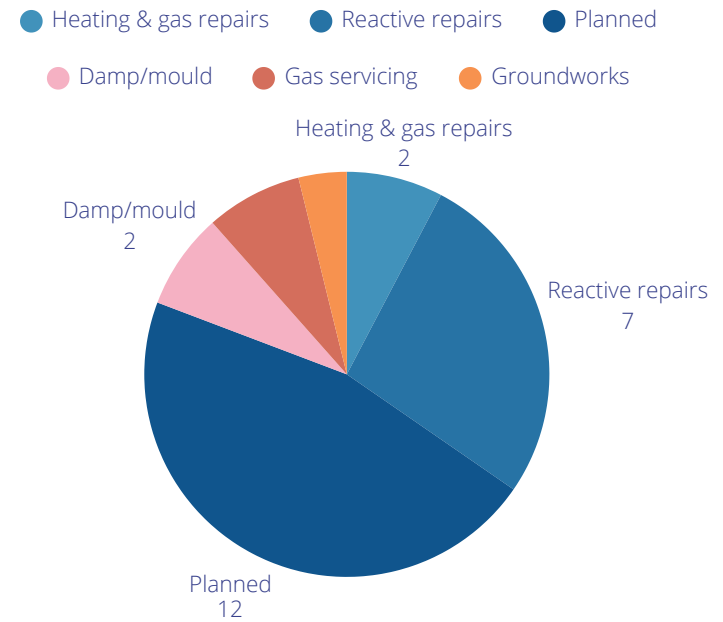
NRHA Service requests

1st April 2026 to 31st March 2027

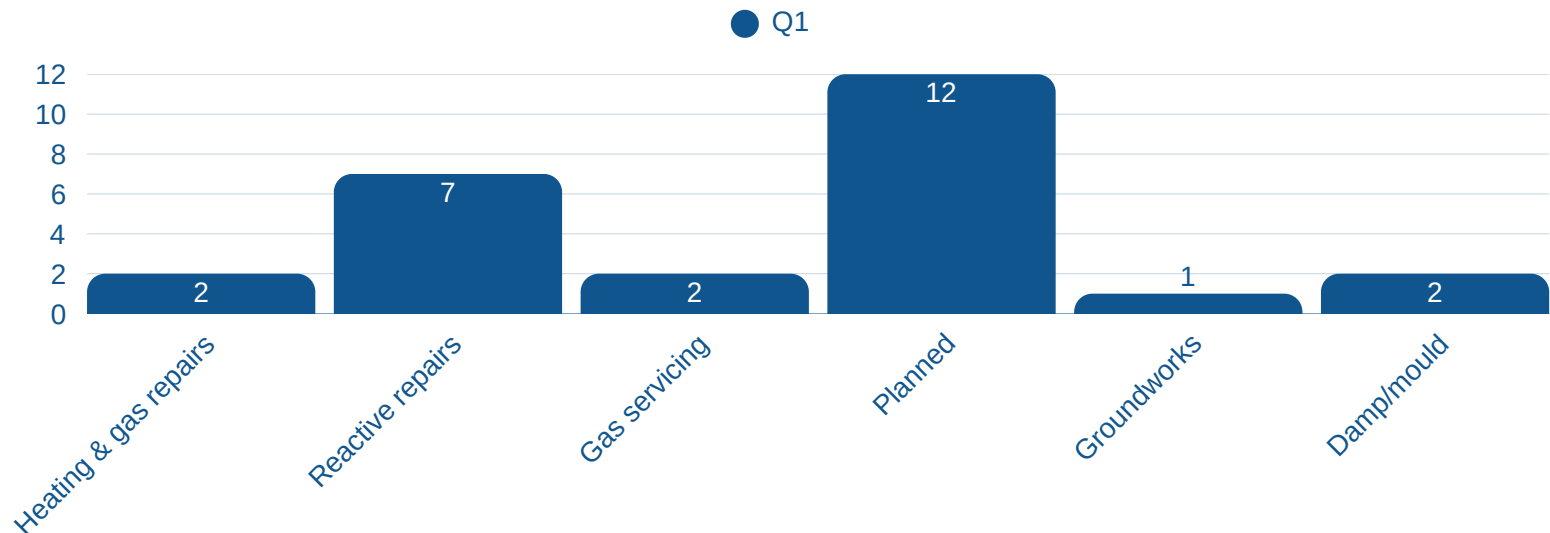
Number of service requests per quarter compared to last year



Service requests per category - Q1



Service requests categories per quarter



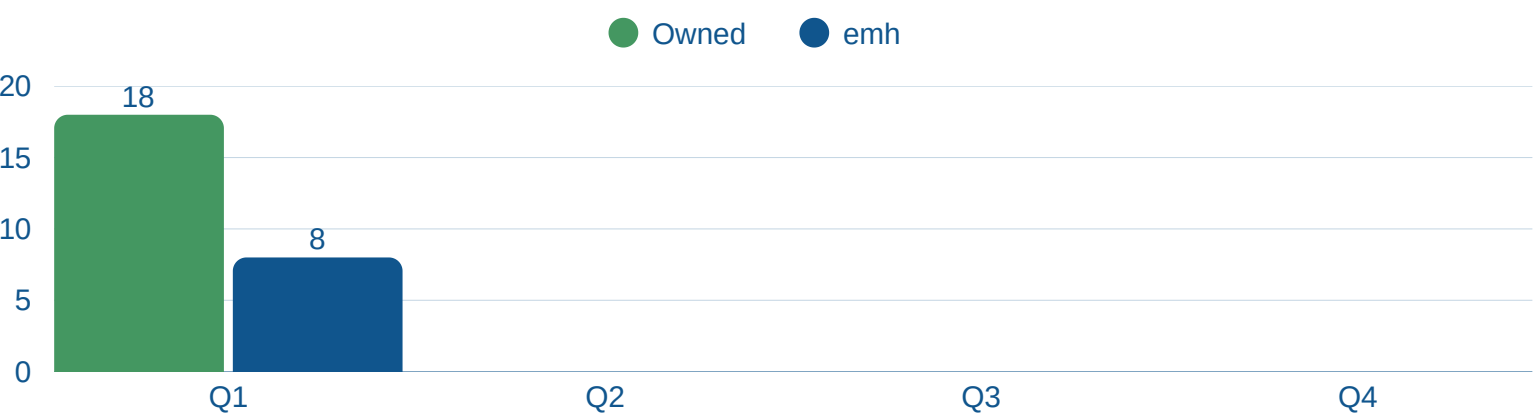
Actions taken:-

- Individual issues raised at contractor meetings and minuted
- New planned procedures have been put in place regarding snags and call backs

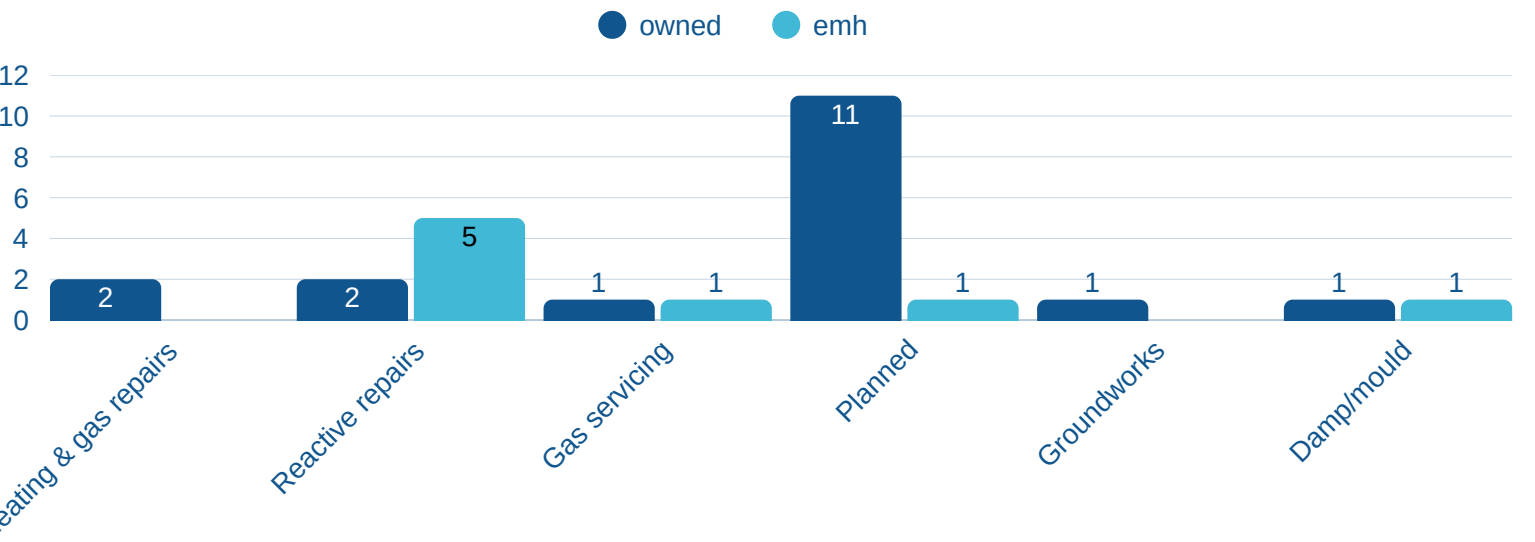
NRHA Service requests (owned/managed)

1st April 2026 to 31st March 2027

Number of service requests per organisation



Service requests categories Q1



Service requests categories Q2

Service requests categories Q3

Service requests categories Q4