

PDRHA - Complaints overview 2025/26 managed only

FORMAL COMPLAINTS

1

↑ 0 LAST YEAR

RESPONDED WITHIN

10 DAYS

100%

RESOLVED AT

STAGE 1

100%

COMPLAINT NOT

PROCESSED

0

HOUSING OMBUDSMAN

DETERMINATION

0

SATISFACTION

WITH PROCESS

(0 RESPONSE)

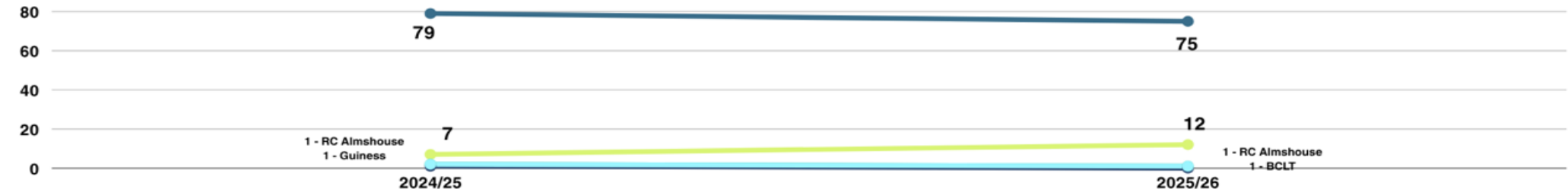
FORMAL COMPLAINTS

● emh ● Owned & Managed

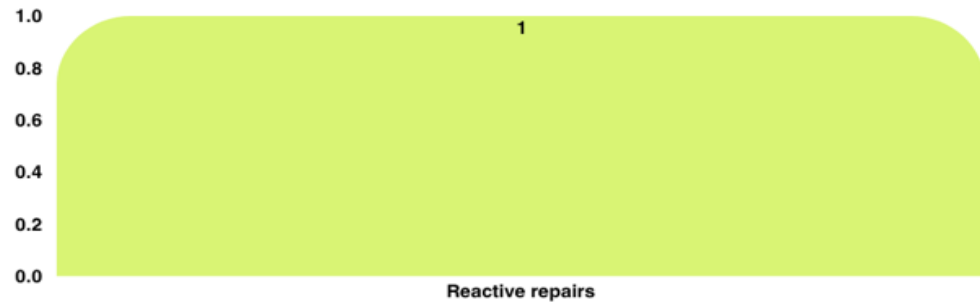


SERVICE REQUESTS

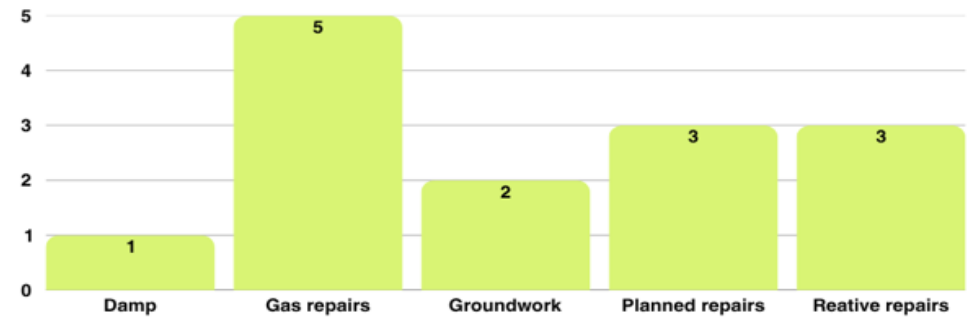
● emh ● BCLT ● Guinness ● RC Almshouse ● Owned and managed



FORMAL COMPLAINTS PER CATEGORY - 2025/26



SERVICE REQUEST PER CATEGORY - 2025/26



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		0	0	1	0
STAGE 1 - ACKNOWLEDGED WITHIN 3 DAYS	100%	N/A	N/A	1(100%)	N/A
STAGE 1 - RESPONSE WITHIN 10 DAYS	95%	N/A	N/A	1 (100%)	N/A
STAGE 1 - RESPONSE EXTENDED	<5%	N/A	N/A	0	N/A
STAGE 1 - COMPLAINTS RESOLVED	95%	N/A	N/A	1 (100%)	N/A
NUMBER OF STAGE 2 COMPLAINTS		N/A	N/A	0	N/A
STAGE 2 - ACKNOWLEDGED WITHIN 3 DAYS	100%	N/A	N/A	N/A	N/A
STAGE 2 - RESPONSE WITHIN 20 DAYS	95%	N/A	N/A	N/A	N/A
STAGE 2 - COMPLAINTS RESOLVED	95%	N/A	N/A	N/A	N/A
STAGE 2 - COMPLAINT CLOSED WITHOUT RESOLUTION	5%	N/A	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%	N/A	NO RESPONSES	NO RESPONSES	NO RESPONSES