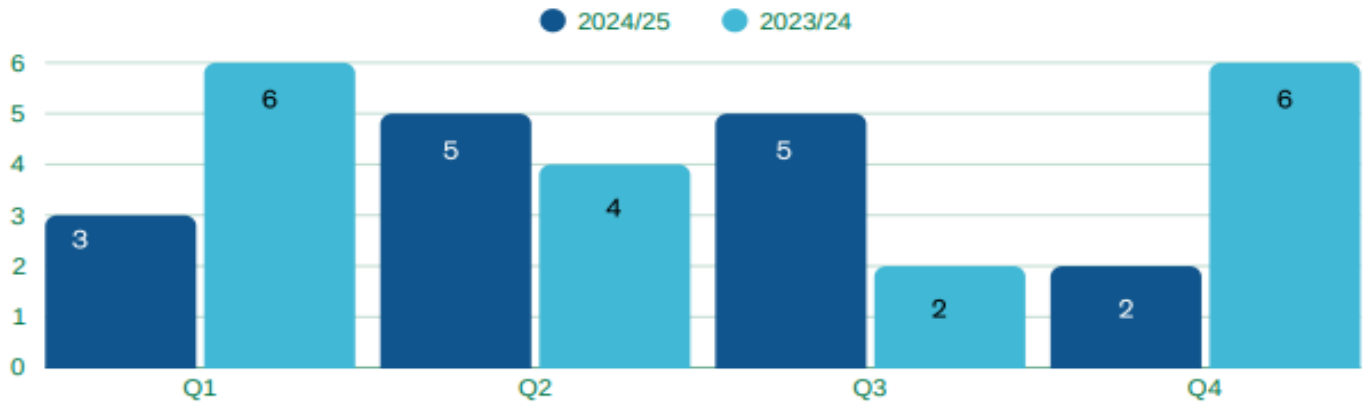


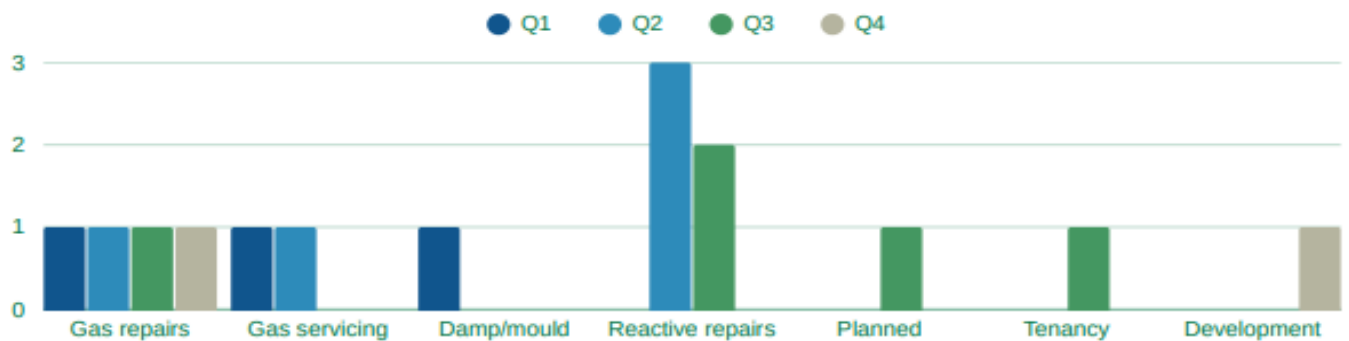
Formal Complaints

1st April 2024 to 31st March 2025

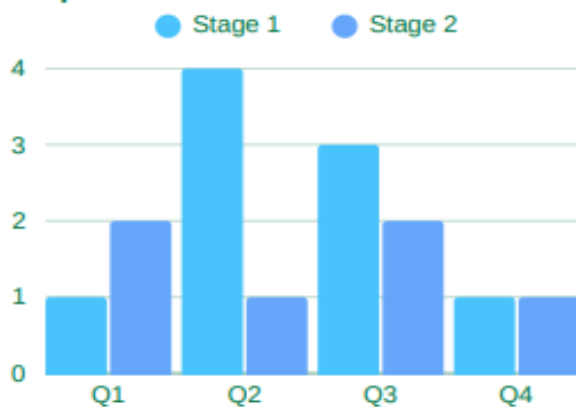
Number of formal complaints per quarter compared to last year



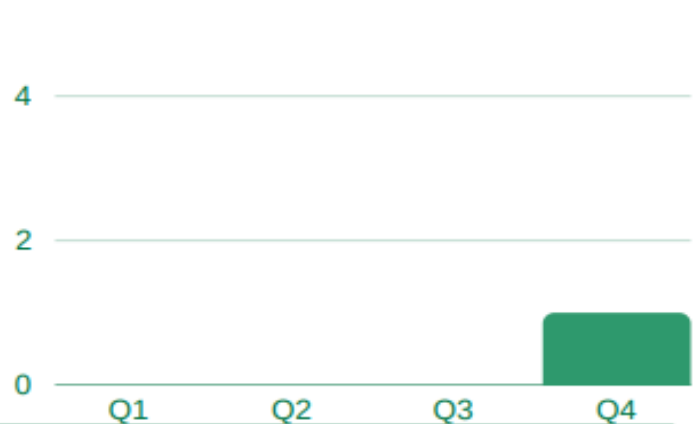
Formal complaint category



Number of Stage 1 and 2 complaints per quarter



Number of complaints Housing Ombudsman determinations

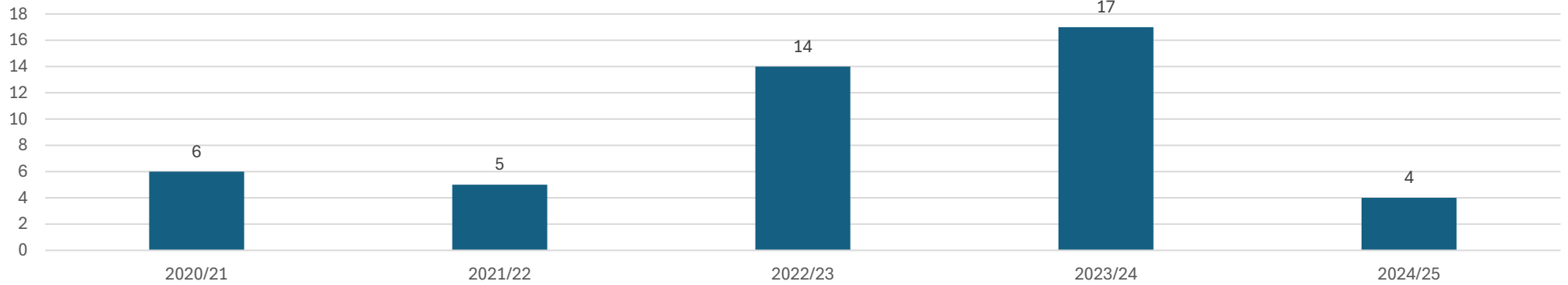


Some examples of service improvements made as a result of the learning

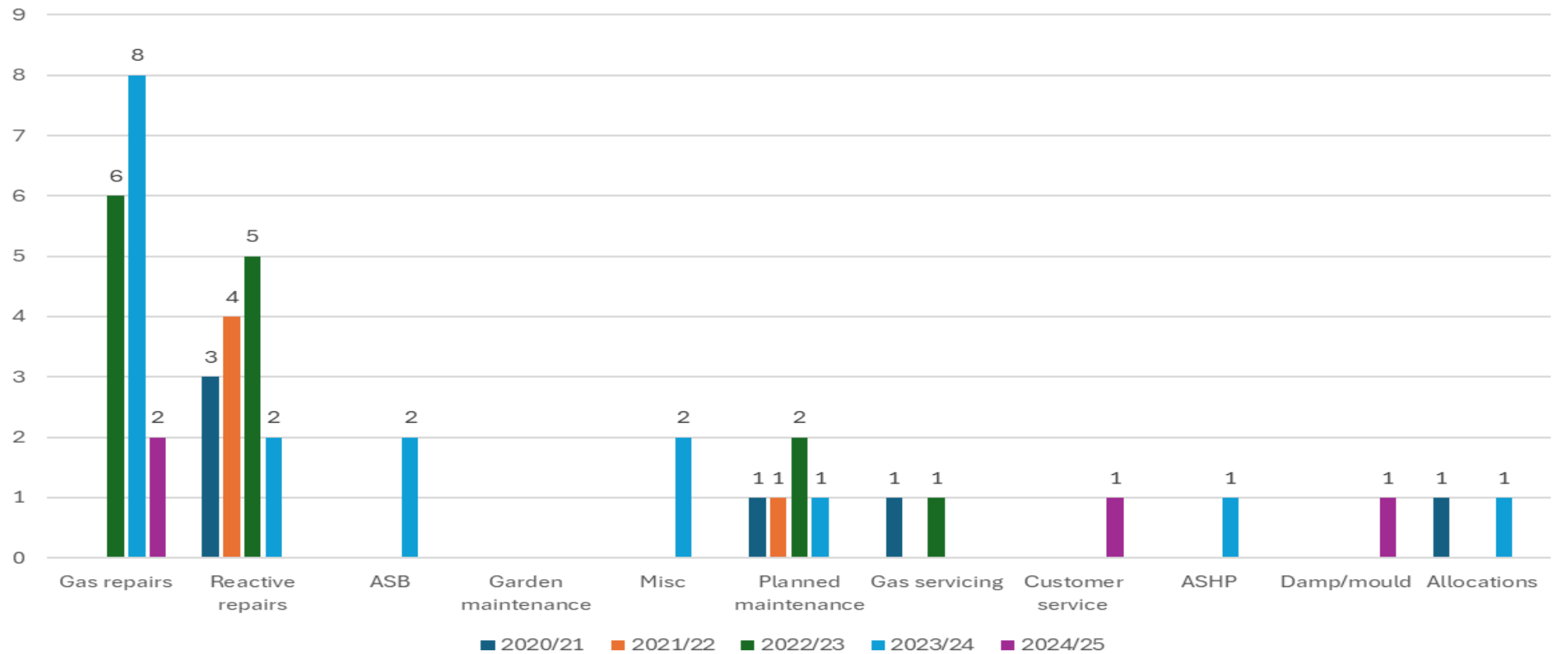
Formal complaints performance

PERFORMANCE MEASURE	TARGET	QUARTER 1 1/4/24 - 30/6/24	QUARTER 2 1/7/24 - 30/9/24	QUARTER 3 1/10/24 - 31/12/24	QUARTER 4 1/1/25 - 31/3/25
NUMBER OF COMPLAINTS NOT PROCESSED		0	0	0	0
NUMBER OF STAGE 1 COMPLAINTS		2	1	1	0
STAGE 1 - ACKNOWLEDGED WITHIN 3 DAYS	100%	100% (2)	100% (1)	100% (1)	N/A
STAGE 1 - RESPONSE WITHIN 10 DAYS	95%	100% (2)	100% (1)	100% (1)	N/A
STAGE 1 - RESPONSE EXTENDED	<5%	0%	0%	0%	N/A
STAGE 1 - COMPLAINTS RESOLVED	95%	100% (2)	100% (1)	100% (1)	N/A
NUMBER OF STAGE 2 COMPLAINTS		0	0	0	0
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%	NO RESPONSES	NO RESPONSES	NO RESPONSES	N/A

Total number of formal complaints



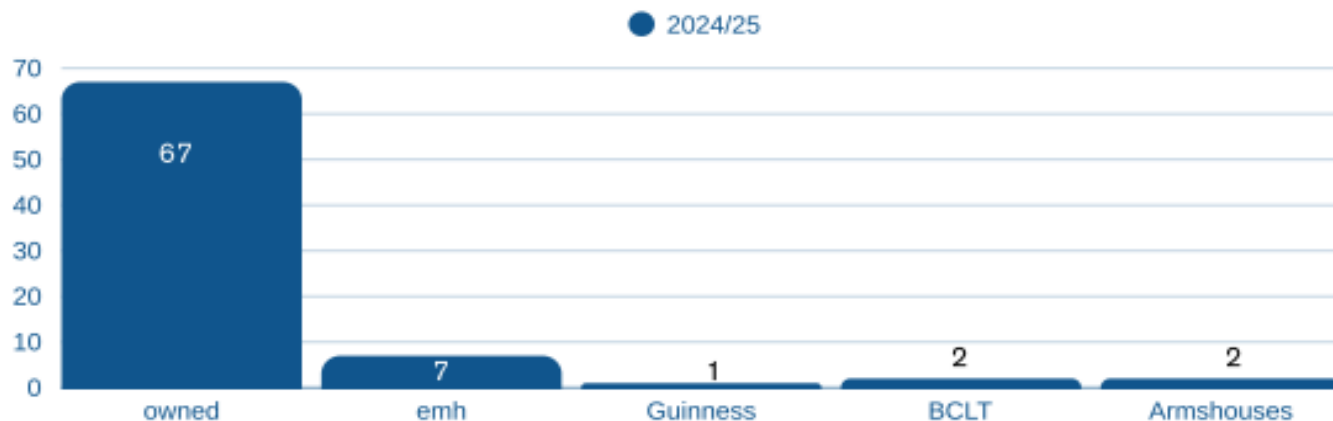
Formal complaints by complaint category



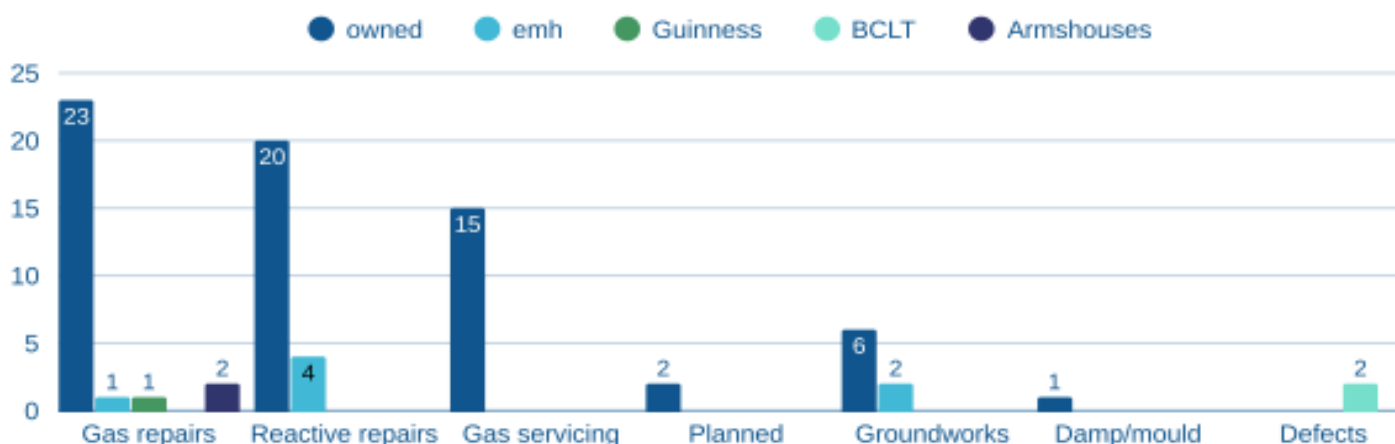
PDRHA owned and managed - Service requests

1st April 2024 to 31st March 2025

Number of service requests per landlord



Service requests categories



Actions taken:-

- Individual issues raised at contractor meetings and minuted
- Daily catch up meetings are set up with gas contractor
- Monthly meetings are set up with gas contractor to overview performance and processes
- Carried out a review of the gas servicing process (internally) and implementing recommendations from June 2025