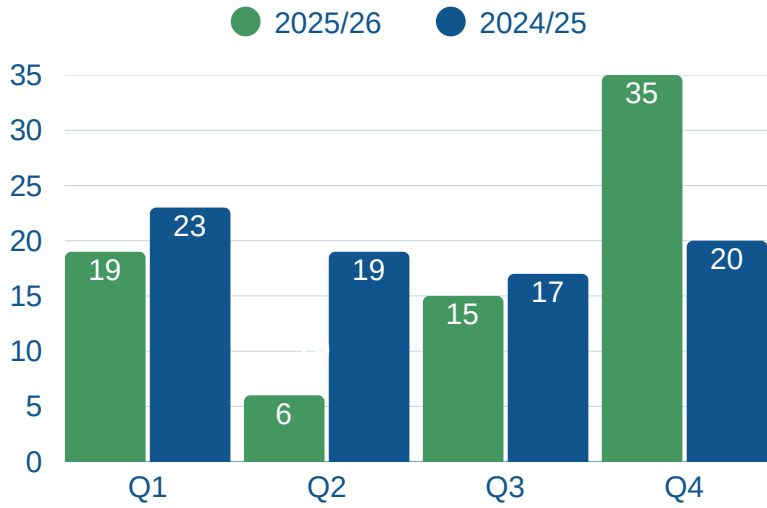


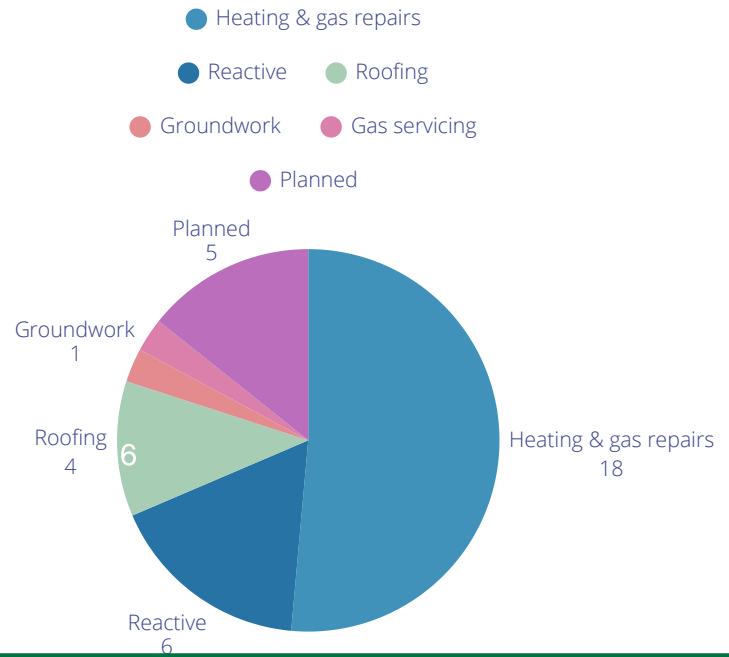
PDRHA Service requests

1st April 2025 to 31st March 2026

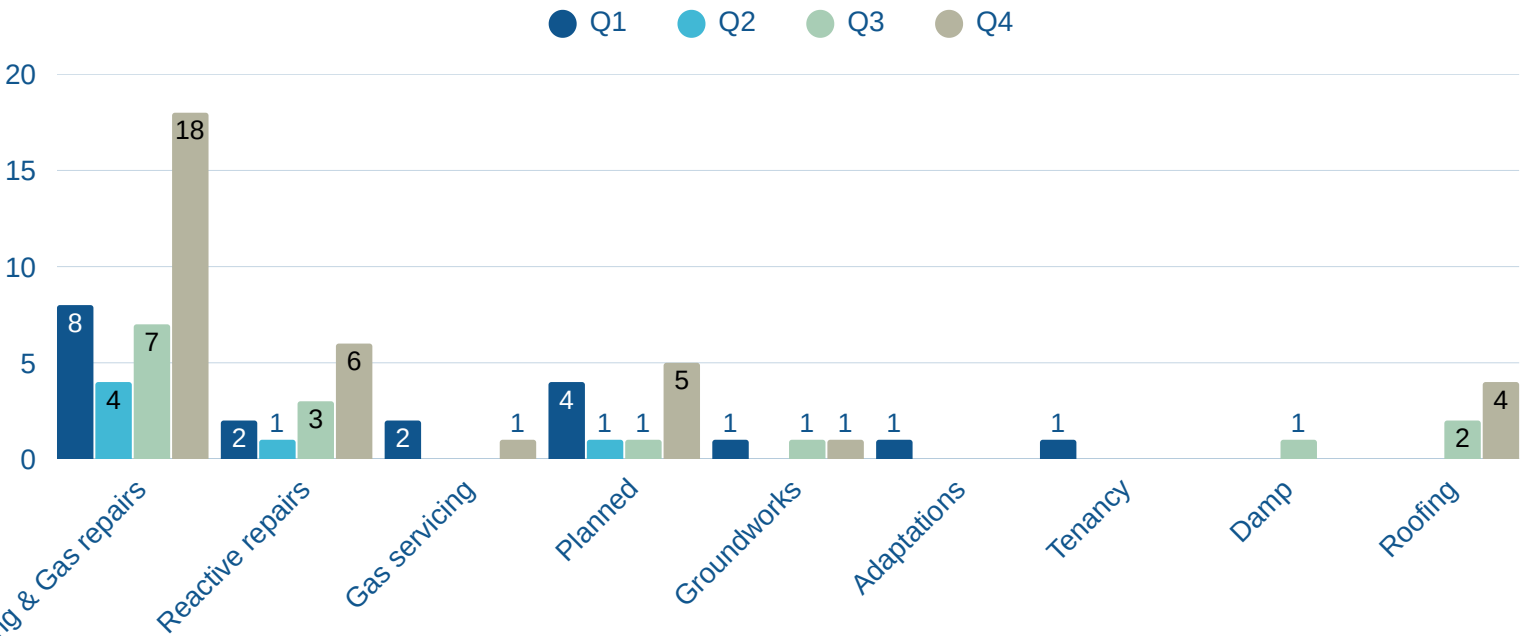
Number of service requests per quarter compared to last year



Service requests per category - Q4



Service requests categories per quarter



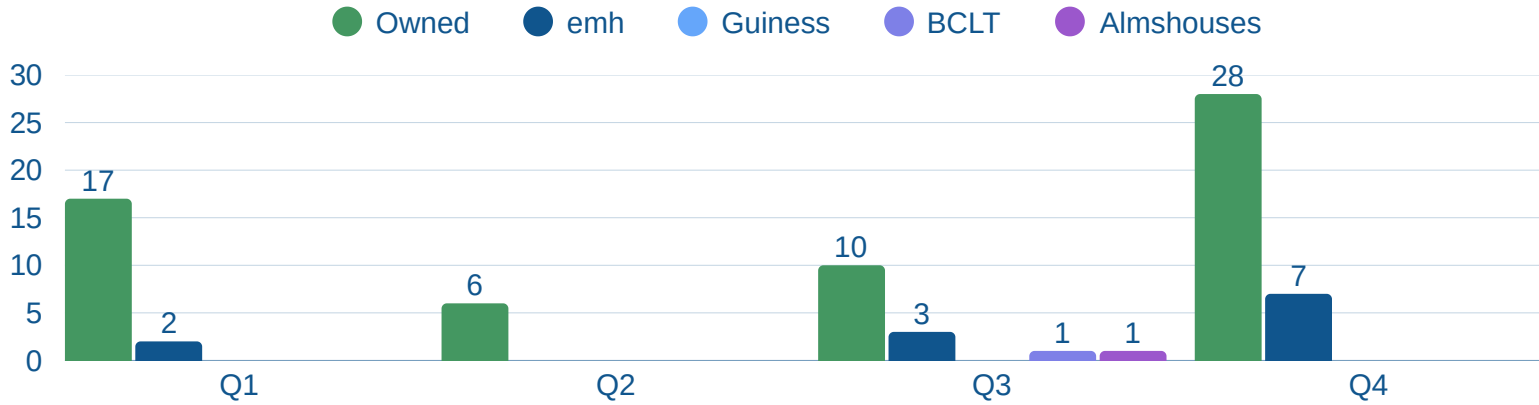
Actions taken:-

- Individual issues raised at contractor meetings and minuted, especially around communicating effectively with resident. (heating and gas repairs include ASHP repairs with Sureserve.)
- Sureserve have increased their admin staff and also additional engineers covering this area.

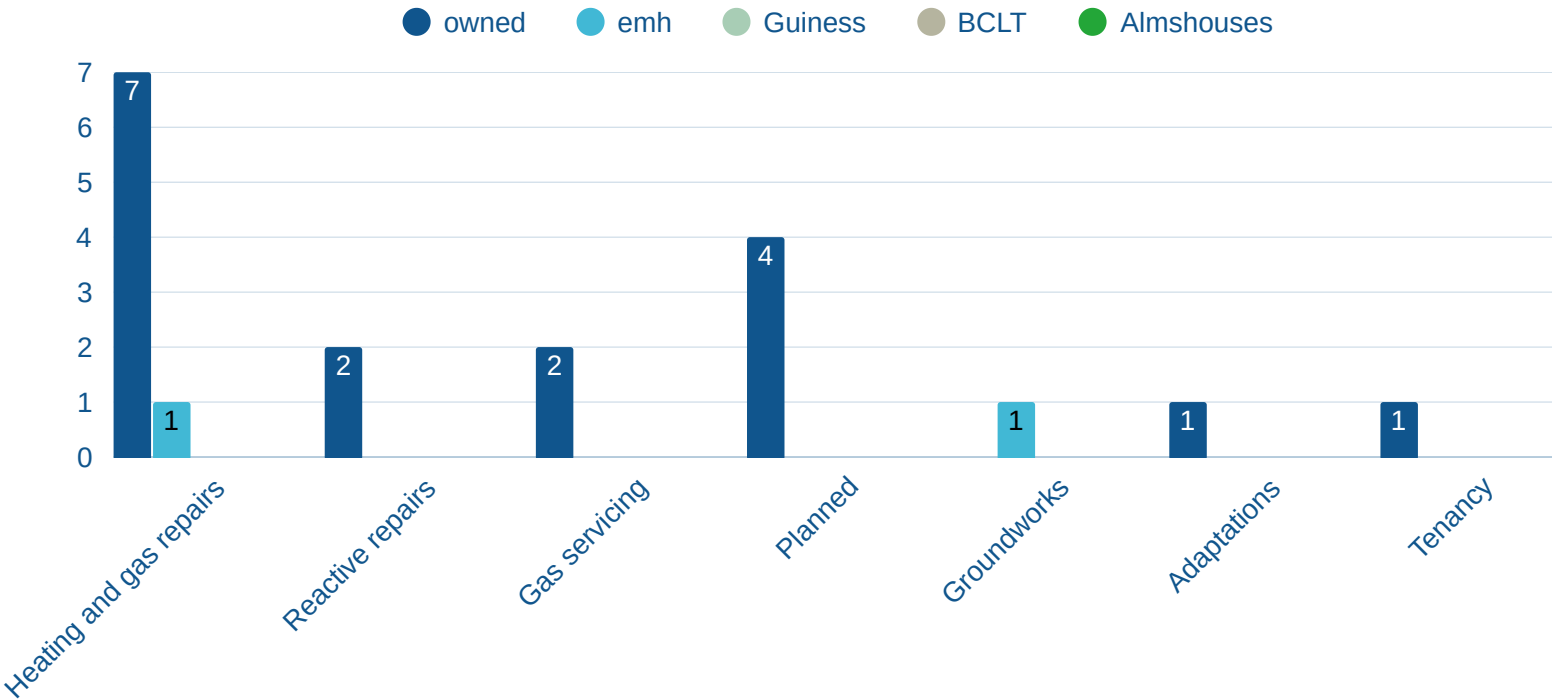
PDRHA Service requests (owned/managed)

1st April 2025 to 31st March 2026

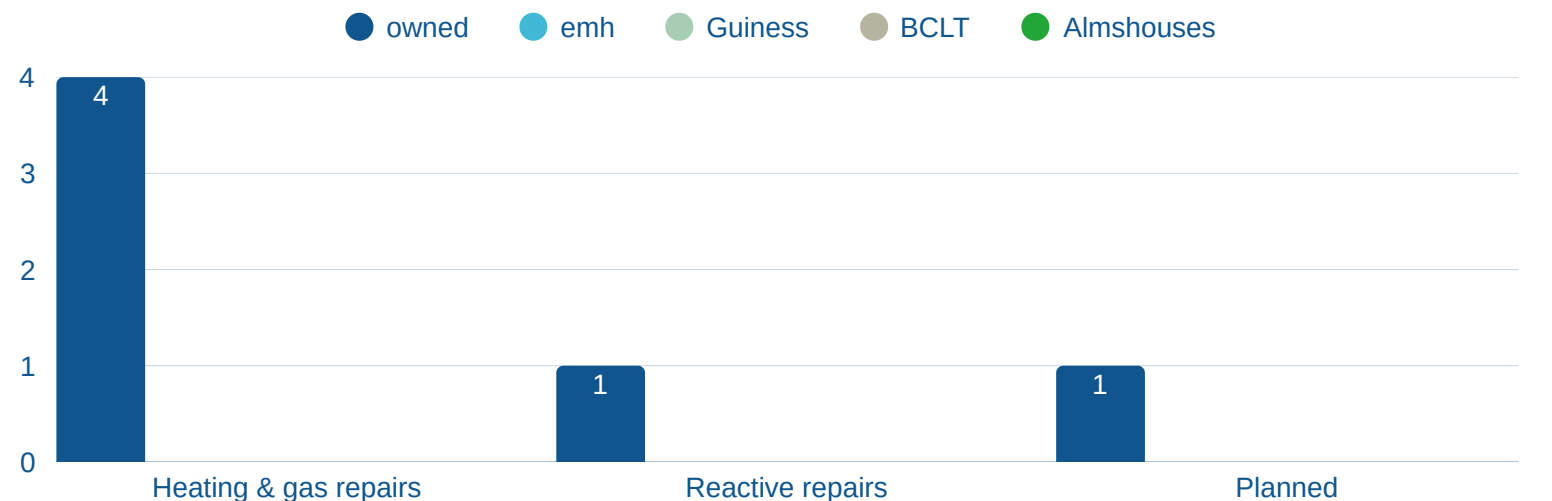
Number of service requests per organisation



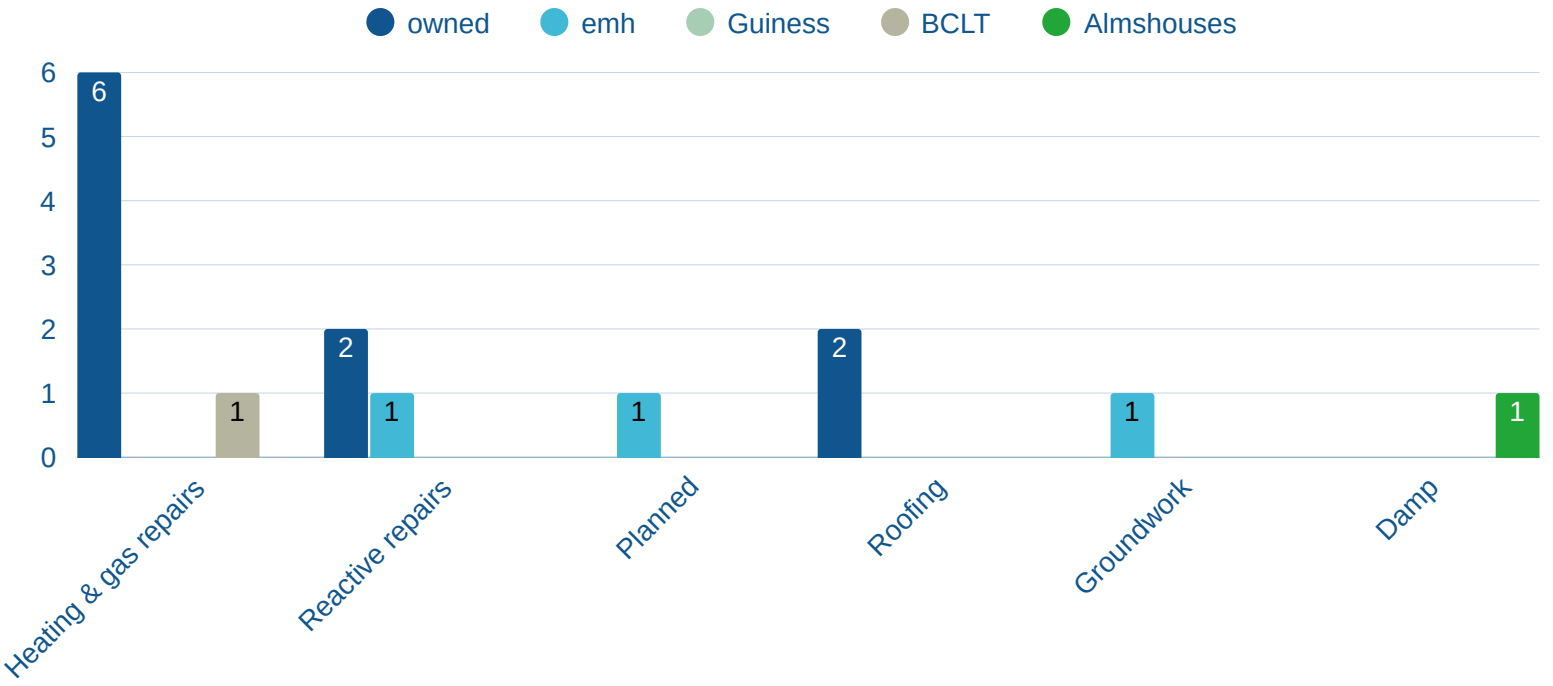
Service requests categories Q1



Service requests categories Q2



Service requests categories Q3



Service requests categories Q4

