

PDRHA - Complaints overview 1/4/25 - 31/3/26

owned homes

FORMAL COMPLAINTS

4

↑ 4 LAST YEAR

RESPONDED WITHIN
10 DAYS

100%

RESOLVED AT
STAGE 1

80%

COMPLAINT NOT
PROCESSED

1

HOUSING OMBUDSMAN
DETERMINATION

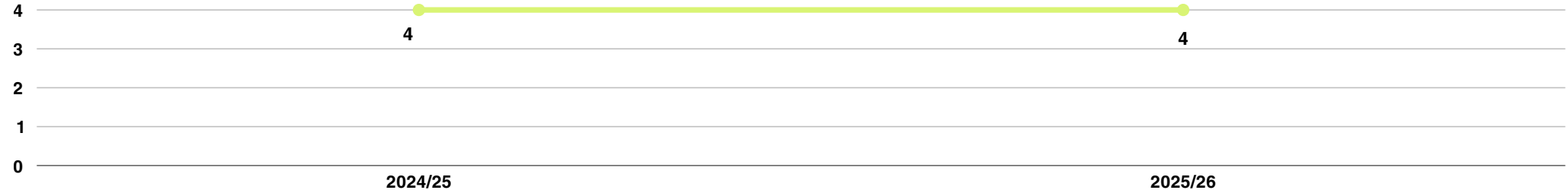
1

SATISFACTION
WITH PROCESS

100%

(1 RESPONSE)

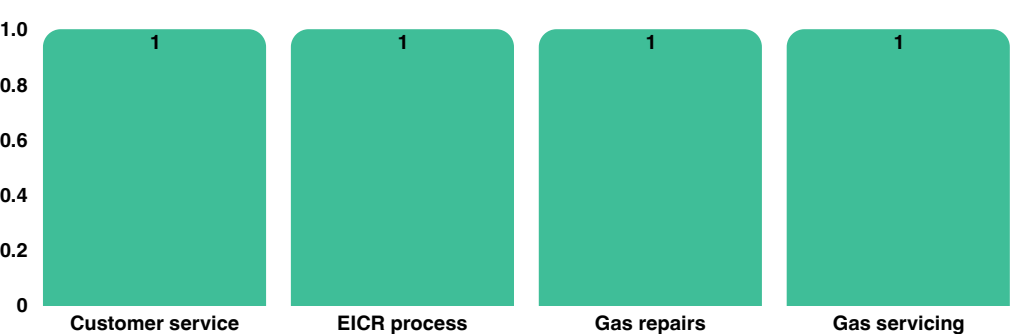
FORMAL COMPLAINTS



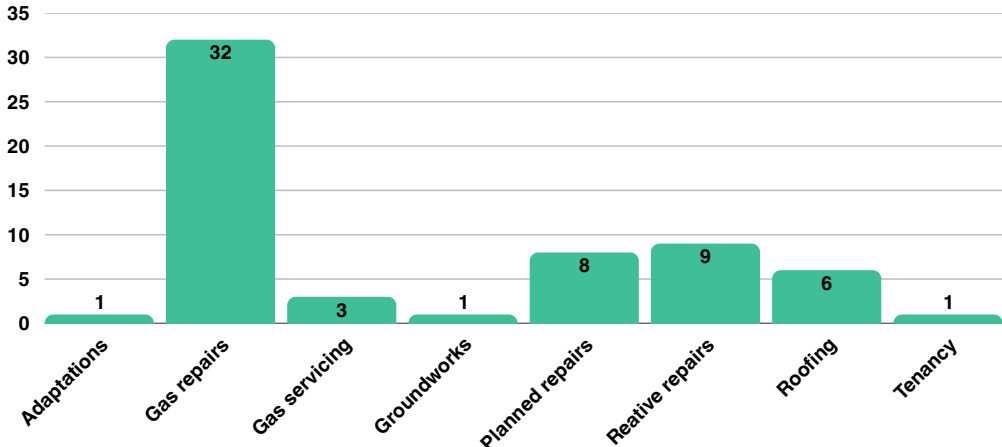
SERVICE REQUESTS



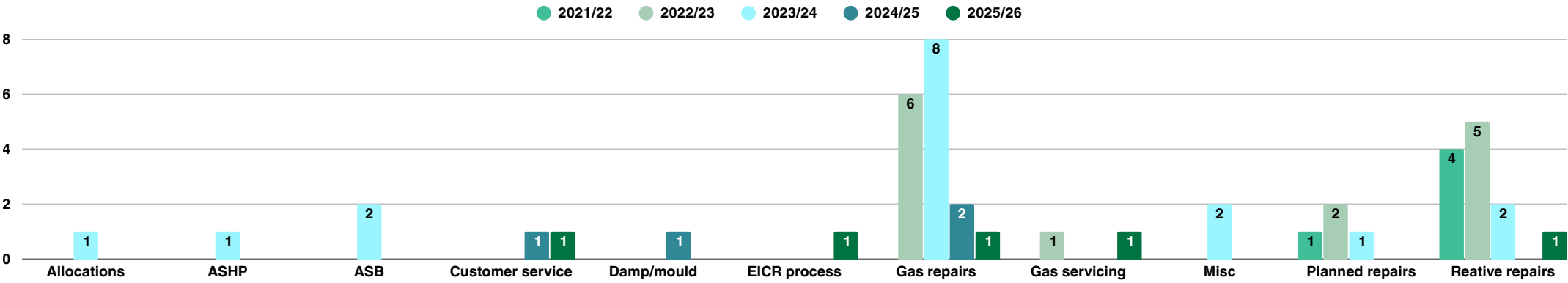
FORMAL COMPLAINTS PER CATEGORY - 2025/26



SERVICE REQUEST PER CATEGORY - 2025/26



FORMAL COMPLAINTS PER CATEGORY



SERVICE REQUESTS PER CATEGORY

