



## **Customer Report 2024 – Board of Management Response**

The Board were delighted to review CRHA's very first Customer Report at the September 2024 Board meeting.

We hope that our customers find the report both an interesting and informative document that clearly and transparently sets out CRHA's performance against key performance measures, along with highlighting what our customers think about the services and homes that CRHA provides.

Customer feedback through the Tenant Satisfaction Measures (TSM's) has provided the Board with really valuable insight into what we do well and in turn, where we can improve.

How we manage and handle service requests and complaints has been a particular area of focus for us over the past year which has included our self-assessment against the Housing Ombudsman's complaints handling code, a review of policy and procedure and more training for the team.

CRHA works hard to provide the best homes and services that we can to our customers which we hope is seen in this year's Customer Report.

Adam Hackett,

**Chair of the CRHA Board on behalf of the Board of Management.**