



Customer Report 2025

This year's Customer Report was presented to the CRHA Board at the September 2025 Board meeting.

The Board are really pleased with the design, layout, and content of this year's report which shows how the business performed during the past year along with highlighting key achievements and successes.

In particular, the Board were delighted with feedback from our customers so far this year through our Tenant Satisfaction Measures (TSM's) process, which has seen 94% of our customers say that they are happy with the services that CRHA provides.

We are equally pleased with customer satisfaction for how complaints are handled and managed after we made this important area a key focus, relatedly this year's complaints self-assessment shows that CRHA generally complies with the Housing Ombudsman's complaints handling code.

We extend our sincere thanks to our customer board member, Trudy Polkinghorn, for kindly agreeing to take on the role of Member Responsible for Complaints. Trudy provides valuable oversight of CRHA's Complaint Handling Code, helping to ensure transparency, accountability, and continuous improvement in how we manage and respond to complaints.

Adam Hackett,
Chair of the CRHA Board on behalf of the Board of Management