



Customer Report 2026

Following another successful and productive year for CRHA, the Board is delighted with this year's Customer and Service Improvement Report.

This report provides an informative and accessible overview of our performance during the last 12 months, highlighting the progress achieved, recognising key successes and demonstrating how we continue to deliver positive outcomes for our customers.

One of the most encouraging aspects for the Board has been the feedback received through the Tenant Satisfaction Measures (TSMs). These results offer valuable insight into the quality of the services we provide and show strong levels of customer satisfaction across many areas of our business.

We would like to sincerely thank all customers who took the time to share their views and experiences. Customer feedback is invaluable in helping us identify what we do well and where there are opportunities to further enhance our services.

The Board is also pleased to see continued progress in customer satisfaction relating to complaint handling. Throughout the year, we have remained committed to ensuring complaints are managed promptly, fairly and consistently. This approach has become embedded across CRHA, fostering a culture of learning, accountability and continuous improvement, while ensuring our practices remain fully compliant with the Housing Ombudsman's Complaint Handling Code.

We would also like to extend our thanks to our Customer Board Member, Trudy Polkinghorn, for her ongoing commitment in her role as CRHA's Member Responsible for Complaints. Trudy provides valuable independent scrutiny and constructive challenge, helping to ensure transparency and accountability in our approach to complaint handling. Her input plays a key role in making sure customer feedback and complaints continue to shape and improve the services we deliver.

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