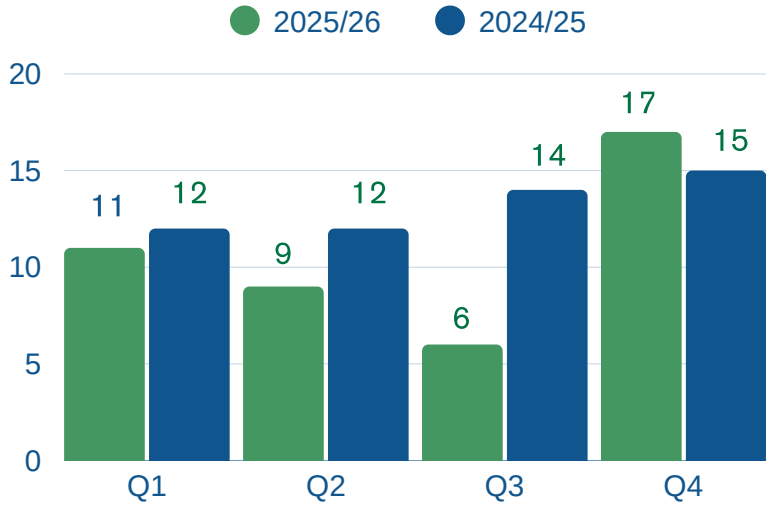


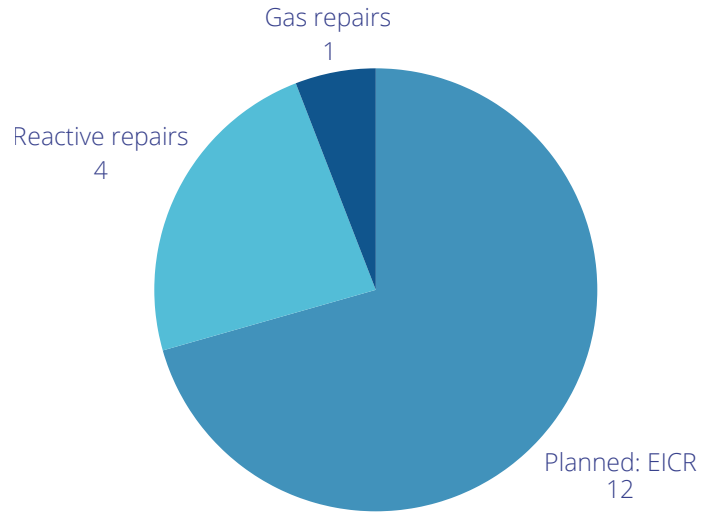
Service requests

1st April 2025 to 31st March 2026

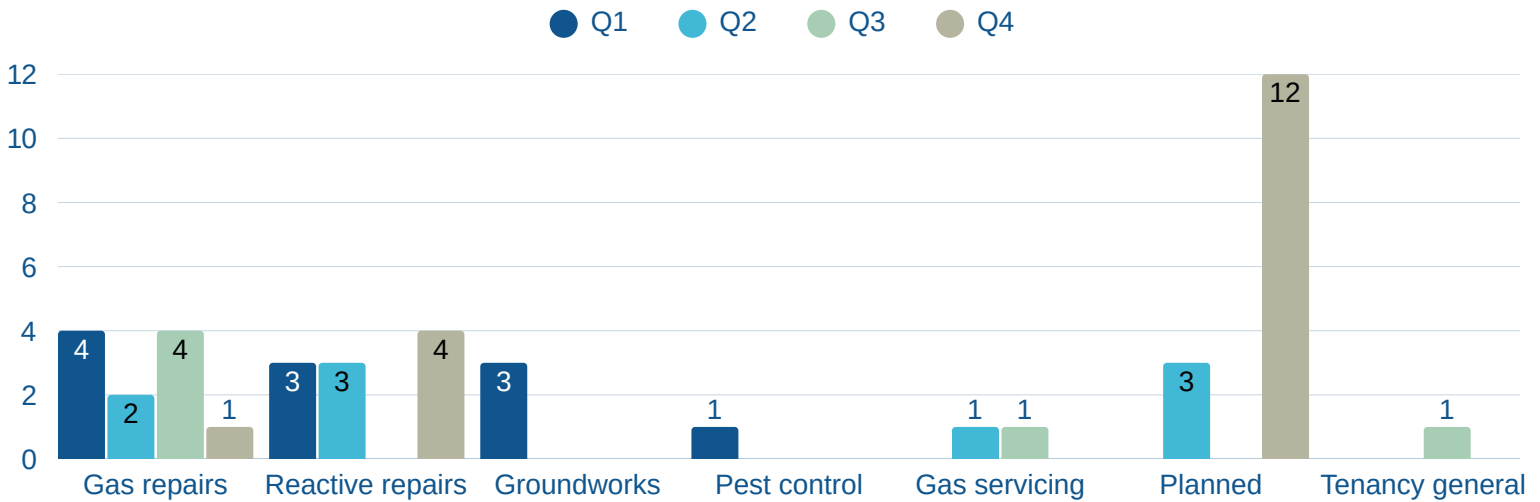
Number of service requests per quarter compared to last year



Service requests per category - Q4



Service requests categories per quarter



Actions taken:-

- emh Contractor, ITC, will contact residents 24/48 hours before an appointment
- Trialling a more customer friendly format for legal letters and manager check before sending.
- Strengthen representation at contractor meetings to address concerns directly and in a timely manner
- Contractors required to provide photos and videos of appointments when cards are left
- Enhancing the post-EICR satisfaction survey process