



CUSTOMER REPORT 2026

This years' Customer Report was presented to the Shropshire Rural Housing Association (SRHA) Board at the May 2026 Board meeting.

The Board were pleased that out of the five complaints received, three were resolved at Stage 1, two at Stage 2 with no cases going to the Ombudsman especially as some the cases were quite complex.

The Board was also pleased that the Association was in a position to submit all the information to the Housing Ombudsman prior to the due date at the end of September.

The Chair thanked the Complaints Officer for her work in putting all this together which is an important regulatory task.



01743 874848 | enquiries@shropshirerural.co.uk | shropshirerural.co.uk

Shropshire Rural Housing Association Ltd, The Maltings, 59 Lythwood Road, Bayston Hill, Shrewsbury, SY3 0NA

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