

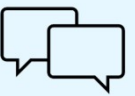



Theme	Measure	Description	23/24	24/25	25/26
<b>Repairs</b> 	RP01: Homes that do not meet the Decent Homes Standard	Proportion of homes that do not meet the Decent Homes Standard.	0.4%	0.5%	<b>1.0%</b>
	RP02: Repairs completed within target timescale	Proportion of: 1. non-emergency responsive repairs completed within the landlord's target timescale.	59.8%	74.7%	<b>88.8%</b>
		Proportion of: 2. emergency responsive repairs completed within the landlord's target timescale.	85.1%	94.7%	<b>98.3%</b>
<b>Building Safety</b> 	Gas safety checks	Proportion of homes for which all required gas safety checks have been carried out.	100.0%	100.0%	<b>100.0%</b>
	Fire safety checks	Proportion of homes for which all required fire risk assessments have been carried out.	100.0%	100.0%	<b>100.0%</b>
	Asbestos safety checks	Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out.	99.3%	100.0%	<b>100.0%</b>
	Water safety checks	Proportion of homes for which all required legionella risk assessments have been carried out.	100.0%	100.0%	<b>100.0%</b>
	Lift safety checks	Proportion of homes for which all required communal passenger lift safety checks have been carried out.	100.0%	100.0%	<b>100.0%</b>
<b>Complaint Handling</b> 	Complaints relative to the size of the landlord	Number of: 1. stage one complaints received per 1,000 homes.	57.2	46.2	<b>50.6</b>
		Number of: 2. stage two complaints received per 1,000 homes.	5.2	8.9	<b>10.5</b>
	Complaints responded to within Complaint Handling Code timescales	Proportion of: 1. stage one complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales.	47.0%	74.7%	<b>84.0%</b>
		Proportion of: 2. stage two complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales.	26.1%	46.2%	<b>82.4%</b>
<b>Neighbourhood Management</b> 	Anti-social behaviour cases relative to the size of the landlord	Number of: 1. anti-social behaviour cases opened per 1,000 homes.	44.0	41.8	<b>38.9</b>
		of which 2. anti-social behaviour cases that involve hate incidents opened per 1,000 homes.	1.0	1.0	<b>1.3</b>



Code	Measure	% satisfaction (percentage of very satisfied or fairly satisfied responses)		
		23/24	24/25	25/26
TP01	Satisfied with the <b>overall service provided</b> by their landlord	66.4	65.9	<b>72.4</b>
TP02	Satisfied with the <b>overall repairs service</b> from their landlord over the last 12 months	70.4	70.1	<b>77.3</b>
TP03	Satisfied with the <b>time taken to complete their most recent repair</b> after they reported it	66.9	68.3	<b>71.5</b>
TP04	Satisfied that their landlord provides a <b>home that is well maintained</b>	66.4	64.8	<b>70.1</b>
TP05	Satisfied that their landlord provides a <b>home that is safe</b>	71.7	71.0	<b>73.3</b>
TP06	Satisfied that their landlord <b>listens to their views and acts upon them</b>	43.1	44.4	<b>50.7</b>
TP07	Satisfied that their landlord keeps them <b>informed about things that matter to them</b>	51.0	50.6	<b>60.2</b>
TP08	Satisfied that their landlord <b>treats them fairly and with respect</b>	64.1	65.7	<b>71.7</b>
TP09	Satisfied with their landlord's <b>approach to complaints handling</b>	25.2	31.2	<b>32.5</b>
TP10	Satisfied that their landlord keeps <b>communal areas clean and well maintained</b>	58.0	61.0	<b>75.5</b>
TP11	Satisfied that their landlord makes a <b>positive contribution to their neighbourhood</b>	55.7	49.9	<b>58.8</b>
TP12	Satisfied with their landlord's <b>approach to handling anti-social behaviour</b>	48.3	46.7	<b>56.1</b>