

Item 4b

TSM 25/26 - Management Information

Theme	Measure	Description	23/24	24/25	25/26	Notes	
Repairs	Homes that do not meet the Decent Homes Standard	Proportion of homes that do not meet the Decent Homes Standard.	0.4%	0.5%	TBC	Data not yet available - anticipated in May.	
	RP01 RP02	Repairs completed within target timescale	Proportion of: 1. non-emergency responsive repairs completed within the landlord's target timescale.	59.8%	74.7%	88.8%	New definition used i.e., RR3/7, R30. (88.4% using old def)
		Proportion of: 2. emergency responsive repairs completed within the landlord's target timescale.	85.1%	94.7%	98.3%	New definition used i.e., EOH, EME, RR1. (96.5% using old def)	
Building Safety	Gas safety checks	Proportion of homes for which all required gas safety checks have been carried out.	100.0%	100.0%	99.99%	One property no access	
	BS01	Fire safety checks	Proportion of homes for which all required fire risk assessments have been carried out.	100.0%	100.0%	100.0%	
	BS02	Asbestos safety checks	Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out.	99.3%	100.0%	100.0%	
	BS03 BS04	Water safety checks	Proportion of homes for which all required legionella risk assessments have been carried out.	100.0%	100.0%	100.0%	
	BS05	Lift safety checks	Proportion of homes for which all required communal passenger lift safety checks have been carried out.	100.0%	100.0%	100.0%	
Complaint Handling	Complaints relative to the size of the landlord	Number of: 1. stage one complaints received per 1,000 homes.	57.2	46.2	50.6		
		Number of: 2. stage two complaints received per 1,000 homes.	5.2	8.9	10.5		
	CH01 CH02	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%	84.0%	
		Proportion of: 2. stage two complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales.	26.1%	46.2%	78.0%	Final stage 2 complaints figure will be ready in May.	
Neighbourhood Management	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	38.7		
		of which 2. anti-social behaviour cases that involve hate incidents opened per 1,000 homes.	1.0	1.0	1.3		