

Tenant Satisfaction Measures – management information measures

Tenant Satisfaction Measure	2023/2024			Result 2024/2025		
	Renters (LCRA)	Homeowners (LCHO)	Combined	Renters (LCRA)	Homeowners (LCHO)	Combined
BS01: Proportion of homes for which all required gas safety checks have been carried out.	-	-	99.3%	-	-	99.7%
BS02: Proportion of homes for which all required fire risk assessments have been carried out.	-	-	99.7%	-	-	99.9%
BS03: Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out.	-	-	99.9%	-	-	99.3%
BS04: Proportion of homes for which all required legionella risk assessments have been carried out.	-	-	99.8%	-	-	100%
BS05: Proportion of homes for which all required communal passenger lift safety checks have been carried out.	-	-	85.0%	-	-	97.7%
CH01: Number of stage one complaints received per 1,000 Homes	94.1	67	-	114.0	57.7	110.9
CH01: Number of stage two complaints received per 1,000 homes	15.6	14.7	-	23.3	18.5	23.0
CH02: Proportion of stage one complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales	76.1	80.0	-	92.5%	84.7%	92.3%

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CH02: Proportion of stage two complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales	64.2	85.7	-	79.6%	86.0%	79.8%
NM01: Number of anti-social behaviour cases opened per 1,000 homes.	-	-	73.2	-	-	56.4
NM01: number of anti-social behaviour cases that involve hate incidents opened per 1,000 homes.	-	-	0.9	-	-	0.6
RP01: Proportion of homes that do not meet the Decent Homes Standard.	0.4%	-	-	0.2%	-	-
RP02: Proportion of non-emergency responsive repairs completed within the landlord's target timescale.	67.5%	-	-	69.6%	-	-
RP02: Proportion of emergency responsive repairs completed within the landlord's target timescale.	88.2%	-	-	89.4%	-	-