

Tenant Satisfaction Measures results 2025/2026 - management information measures

Tenant Satisfaction Measure	Result 2024/2025 (%)			Result 2025/2026 (%)		
	Renters (LCRA)	Homeowners (LCHO)	Combined	Renters (LCRA)	Homeowners (LCHO)	Combined
BS01: Compliance - Gas	-	-	99.7	-	-	99.8
BS02: Compliance - Fire Safety	-	-	99.9	-	-	100.0
BS03: Compliance - Asbestos	-	-	99.3	-	-	100.0
BS04: Compliance - Water Safety	-	-	100.0	-	-	100.0
BS05: Compliance - Lift Safety	-	-	97.7	-	-	98.4
CH01: Complaints - Stage 1 Per 1000	114.0	57.7	109.4	124.7	52.3	120.9
CH01: Complaints - Stage 2 Per 1000	23.3	18.5	22.7	28.8	16.3	28.2
CH02: Complaints - Stage 1 Responded in Code	92.5	84.7	92.3	95.1	90.0	95.0
CH02: Complaints - Stage 2 Responded in Code	79.6	86.0	79.9	97.0	98.6	97.1
NM01: ASB Per 1000 Homes	-	-	56.4	-	-	32.1
NM01: ASB Per 1000 Homes Involving Hate Incidents	-	-	0.6	-	-	0.4
RP01: Homes not meeting Decent Homes Standard	0.2	-	-	0.2	-	-
RP02: Repairs in target timescale - Non-Emergency	69.6	-	-	81.5	-	-
RP02: Repairs in target timescale - Emergency	89.4	-	-	93.0	-	-