Tenant Satisfaction Measures Management Information 2023/24

Building Safety

BS01	**100%**	Proportion of homes for which all required gas safety checks have been carried out.	**BS02**	**100%**	Proportion of homes for which all required fire risk assessments have been carried out.	**BS03**	**100%**	Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out.	**BS04**	**100%**	Proportion of homes for which all required Legionella risk assessments have been carried out.	**BS05**	**100%**	Proportion of homes for which all required communal passenger lift safety checks have been carried out.

Repairs & Decent Home Standard

RP01	**0.2%**	Proportion of homes that do not meet Decent Homes Standard.	**RP02**	**91.3%**	Proportion of non-emergency responsive repairs completed within the landlord's target timescales.	**RP03**	**98.9%**	Proportion of emergency responsive repairs completed within the landlord's target timescales.

Anti-social Behaviour

NM01	**52.7**	Number of anti-social behaviour cases opened per 1,000 homes.	**NM02**	**0.5**	Number of anti-social behaviour cases that involve hate incidents opened per 1,000 homes.

Complaints

CH01(1)	**23.7**	Number of stage 1 complaints received per 1,000 homes	**CH01(2)**	**5.2**	Number of stage 2 complaints received per 1,000 homes	**CH02(1)**	**87.8%**	Proportion of st1 complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales	**CH02(2)**	**88.9%**	Proportion of st2 complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales