

TSM - Management Information - 12 month rolling performance		12 month rolling performance			Commentary
		2022/23 Year End	As at the end of Q1 (Jul 22 - Jun 22)	As at the end of Q1 (Oct 22 - Sep 23)	
CHO1	Complaints relative to the size of the landlord - the number of complaints the landlord receives for each 1,000 homes they own	55.07	56.14	56.20	
CH02 - Stage 1	Complaints responded to within Complaint Handling Code timescales - the percentage of complaints the landlord responds to within the times set by the Housing Ombudsman's Complaint Handling Code.	74% - (2022/23 target = 15 days)	75%	78%	2023/24 YTD performance: Stage 1 = 82% Stage 2 = 78% Please see the 'Complaints Handling Performance' board report for analysis.
CH02 - Stage 2		65% - (2022/23 target = 15 days)	70%	72%	
NM01	Anti-social behaviour cases relative to the size of the landlord - the number of anti-social behaviour cases opened for each 1,000 homes the landlord owns, including the number of cases that involve hate incidents	20.45 - ASB cases 1.37 - ASB cases that involve hate incidents	20.34 - ASB cases 1.24 - ASB cases that involve hate incidents	21.09 - ASB cases 0.94 - ASB cases that involve hate incidents	

TSM - Management Information 2023/24 YTD		2023/24 YTD (Apr - Sep unless otherwise stated)	Commentary
RP01	Homes that do not meet the Decent Homes Standard	3.90%	
Repairs	Repairs completed within target timescale - LCC Overall	73.34% - Provisional	April to August provisional figures. These figures will also retrospectively change when the significant number of jobs still open in the system (just under 6,000) are closed.
	Repairs completed within target timescale - PFI	98.00%	
	Repairs completed within target timescale - BITMO	96.93%	
BS01	Gas safety checks - Proportion of homes for which all required gas safety checks have been carried out.	99.8%	For each of the properties overdue a minimum of three appointed visits have been attempted prior to expiry of the Landlord's Gas Safety Record, in-line with our gas access procedure. In all cases, our well-established legal process is underway to ensure that access is achieved and the gas safety check is completed.
BS02	Fire safety checks - Proportion of homes for which all required fire risk assessments have been carried out.	92.9%	100% of all higher risk sites (high rise, Retirement Life, Extra Care, community centres and offices) completed. Lower risk sites (e.g. A1F archetypes, converted Victorian properties) where access was previously an issue now accessible due to updated key management programme. Forecast to be 100% by end of financial year.