

Appendix 2 - TSMs generated from management information – 2023/24 KPI year-end return

CH01 – Complaints relative to the size of the landlord		
Number of: 1. stage one complaints and 2. stage two complaints received per 1,000 homes:		
Number of stage one complaints	Divided by: Number of dwelling units owned of the relevant stock type at year end.	Multiplied by 1,000
2,192	52,925 (LCRA dwelling units)	41.4 per 1,000 homes
Number of stage two complaints		Multiplied by 1,000
552		10.4 per 1,000 homes

CH02 – Complaints responded to within Complaint Handling Code timescales.		
Proportion of: 1. stage one complaints responded to and 2. stage two complaints responded to within the Housing Ombudsman’s Complaint Handling Code timescales.		
Stage one complaints response time		
Number of stage one complaints made by tenants during the reporting year for the relevant stock type that were responded to within the Housing Ombudsman’s Complaint Handling Code timescale.	Divided by: Number of stage one complaints made by tenants in the relevant stock type during the reporting year.	Multiplied by 100
1,933	2,192	88.2%
Stage two complaints response time		
Number of stage two complaints made by tenants during the reporting year for the relevant stock type that were responded to within the Housing Ombudsman’s Complaint Handling Code timescale.	Divided by: Number of stage two complaints made by tenants in the relevant stock type during the reporting year.	Multiplied by 100
485	552	87.9%

Appendix 2 - TSMs generated from management information – 2023/24 KPI year-end return

NM01 – Anti-social behaviour cases relative to the size of the landlord		
Number of:		
1. anti-social behaviour cases, of which		
2. anti-social behaviour cases that involve hate incidents opened per 1,000 homes.		
1. Anti-social behaviour cases		
A. Total number of anti-social behaviour cases opened by or on behalf of the provider during the reporting year (including any ASB cases that involve hate incidents).	Divided by B. Number of dwelling units owned of the relevant social housing stock at year end.	Multiplied by 1,000
838	52,932 (LCRA & LCHO dwelling units)	15.8
2. Anti-social behaviour cases that involve hate incidents		
Number of anti-social behaviour cases (as reported in part 1) that involve hate incidents opened by or on behalf of the provider during the reporting year.	Divided by Number of dwelling units owned of the relevant social housing stock at year end.	Multiplied by 1,000
47	52,932 (LCRA & LCHO dwelling units)	0.9

RP01 – Homes that do not meet the Decent Homes Standard		
Proportion of homes that do not meet the Decent Homes Standard		
Number of dwelling units owned to which the Decent Homes Standard applied which failed the Decent Homes Standard at year end.	Divided by: Number of dwelling units owned of the relevant stock type at year end.	Multiplied by 100
1,745	52,925 (LCRA dwelling units)	3.3%

Appendix 2 - TSMs generated from management information – 2023/24 KPI year-end return

RP02 – Repairs completed within target timescale		
Proportion of:		
1. non-emergency and		
2. emergency responsive repairs completed within the landlord’s target timescale.		
Number of non-emergency responsive repairs completed within the provider’s target timescale during the reporting year.	Divided by: Number of non-emergency responsive repairs completed during the reporting year.	Multiplied by 100
95,462	115,955	82.3%
Number of emergency responsive repairs completed within the provider’s target timescale during the reporting year.	Divided by: Number of emergency responsive repairs completed during the reporting year.	Multiplied by 100
82,632	88,209	93.7%

BS01 – Gas safety checks		
Proportion of homes for which all required gas safety checks have been carried out		
Number of dwelling units owned for which all required gas safety checks were carried out and recorded as at year end.	Divided by: Number of dwelling units owned for which gas safety checks were required to have been carried out as at year end.	Multiplied by 100
45,692	45,989	99.4%*

* 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.

Appendix 2 - TSMs generated from management information – 2023/24 KPI year-end return

BS02 – Fire safety checks		
Proportion of homes for which all required fire risk assessments have been carried out.		
Number of dwelling units owned within properties that required an FRA for which all required FRAs were carried out and recorded as at year end.	Divided by: Number of dwelling units owned within properties for which an FRA was required to have been carried out as at year end.	Multiplied by 100
13,633	13,633	100%

BS03 – Asbestos safety checks		
Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out.		
Number of dwelling units owned within properties that required an asbestos management survey or re-inspection for which all required asbestos management surveys or re-inspections were carried out and recorded as at year end.	Divided by: Number of dwelling units owned within properties for which an asbestos management survey or re-inspection was required to have been carried out as at year end.	Multiplied by 100
12,312	12,312	100%

BS04 – Water safety checks		
Proportion of homes for which all required legionella risk assessments have been carried out.		
Number of dwelling units owned for which all required legionella risk assessments (LRAs) were carried out and recorded as at year end.	Divided by: Number of dwelling units owned for which an LRA was required to have been carried out as at year end.	Multiplied by 100
7,644	7,644	100%

Appendix 2 - TSMs generated from management information – 2023/24 KPI year-end return

BS05 – Lift safety checks		
Proportion of homes for which all required communal passenger lift safety checks have been carried out.		
Number of dwelling units owned within properties with communal passenger lifts for which all Lifting Operations and Lifting Equipment Regulations (LOLER) inspection reports were carried out and recorded as at year end.	Divided by: Number of dwelling units owned within properties with communal passenger lifts as at year end.	Multiplied by 100
7,993	7,993	100%