

## TSMs generated from management information – 2023/24

### KPI year-end return

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

<b>CH02 – Complaints responded to within Complaint Handling Code timescales.</b>		
Proportion of:		
1. stage one complaints responded to and		
2. stage two complaints responded to within the Housing Ombudsman’s Complaint Handling Code timescales.		
<b>Stage one complaints response time</b>		
<b>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.</b>	<b>Divided by:</b> Number of stage one complaints made by tenants in the relevant stock type during the reporting year.	<b>Multiplied by 100</b>
<b>1,933</b>	<b>2,193</b>	<b>88.2%</b>
<b>Stage two complaints response time</b>		
<b>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.</b>	<b>Divided by:</b> Number of stage two complaints made by tenants in the relevant stock type during the reporting year.	<b>Multiplied by 100</b>
<b>485</b>	<b>552</b>	<b>87.9%</b>

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<b>NM01 – Anti-social behaviour cases relative to the size of the landlord</b>		
Number of:		
1. anti-social behaviour cases, of which		
2. anti-social behaviour cases that involve hate incidents opened per 1,000 homes.		
<b>1. Anti-social behaviour cases</b>		
<b>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).</b>	<b>Divided by</b> B. Number of dwelling units owned of the relevant social housing stock at year end.	<b>Multiplied by 1,000</b>
835	52,932 (LCRA & LCHO dwelling units)	15.8
<b>2. Anti-social behaviour cases that involve hate incidents</b>		
<b>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.</b>	<b>Divided by</b> Number of dwelling units owned of the relevant social housing stock at year end.	<b>Multiplied by 1,000</b>
47	52,932 (LCRA & LCHO dwelling units)	0.9

<b>RP01 – Homes that do not meet the Decent Homes Standard</b>		
Proportion of homes that do not meet the Decent Homes Standard		
<b>Number of dwelling units owned to which the Decent Homes Standard applied which failed the Decent Homes Standard at year end.</b>	<b>Divided by:</b> Number of dwelling units owned of the relevant stock type at year end.	<b>Current provisional % (Source: City Dashboard)</b>
1,745	52,925 (LCRA dwelling units)	3.3%

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

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

<b>BS02 – Fire safety checks</b>		
Proportion of homes for which all required fire risk assessments have been carried out.		
<b>Number of dwelling units owned within properties that required an FRA for which all required FRAs</b>	<b>Divided by:</b> Number of dwelling units owned within properties for which an FRA was required to	<b>Multiplied by 100</b>

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### KPI year-end return

were carried out and recorded as at year end.	have been carried out as at year end.	
<b>13,633</b>	<b>13,633</b>	<b>100%</b>

#### BS03 – Asbestos safety checks

Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out.

<b>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.</b>	<b>Divided by:</b> 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.	<b>Multiplied by 100</b>
<b>12,312</b>	<b>12,312</b>	<b>100%</b>

#### BS04 – Water safety checks

Proportion of homes for which all required legionella risk assessments have been carried out.

<b>Number of dwelling units owned for which all required legionella risk assessments (LRAs) were carried out and recorded as at year end.</b>	<b>Divided by:</b> Number of dwelling units owned for which an LRA was required to have been carried out as at year end.	<b>Multiplied by 100</b>
<b>7,644</b>	<b>7,644</b>	<b>100%</b>

#### BS05 – Lift safety checks

Proportion of homes for which all required communal passenger lift safety checks have been carried out.

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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%