### 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	<b>Divided by:</b> Number of dwelling units owned of the relevant stock type at year end.	Multiplied by 1,000
2,192		41.4 per 1,000 homes
Number of stage two	52,925 (LCRA dwelling units)	Multiplied by 1,000
complaints		
552		10.4 per 1,000 homes

### **CH02 – Complaints responded to within Complaint Handling Code timescales.**

#### Proportion of:

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	Divided by: Number of stage	Multiplied by 100
complaints made by	one complaints made by	
tenants during the	tenants in the relevant stock	
reporting year for the	type during the reporting year.	
relevant stock type that		
were responded to within		
the Housing		
Ombudsman's Complaint		
Handling Code timescale.		
Handling Code timescale.  1,933	2,192	88.2%
		88.2%
1,933		88.2% Multiplied by 100
1,933 Stage two complaints response	nse time	
1,933 Stage two complaints responsible two Number of stage two	nse time Divided by: Number of stage	
1,933 Stage two complaints responsible two complaints made by	<b>Divided by:</b> Number of stage two complaints made by	
1,933 Stage two complaints responsible two complaints made by tenants during the	Divided by: Number of stage two complaints made by tenants in the relevant stock	
1,933 Stage two complaints responsible two complaints made by tenants during the reporting year for the	Divided by: Number of stage two complaints made by tenants in the relevant stock	
1,933 Stage two complaints responsible to the stage two complaints made by tenants during the reporting year for the relevant stock type that	Divided by: Number of stage two complaints made by tenants in the relevant stock	
1,933 Stage two complaints responsible to the stage two complaints made by tenants during the reporting year for the relevant stock type that were responded to within	Divided by: Number of stage two complaints made by tenants in the relevant stock	
1,933 Stage two complaints responsible two complaints made by tenants during the reporting year for the relevant stock type that were responded to within the Housing	Divided by: Number of stage two complaints made by tenants in the relevant stock	

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

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	Divided by:	Multiplied by 100
owned to which the	Number of dwelling units	
<b>Decent Homes Standard</b>	owned of the relevant stock	
applied which failed the	type at year end.	
<b>Decent Homes Standard</b>		
at year end.		
1,745	52,925 (LCRA dwelling units)	3.3%

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

Number of dwelling units owned for which all required gas safety checks  Divided by: Number of dw owned for whi	BS01 – Gas safety checks Proportion of homes for which all required gas safety checks have been carried out		
	Multiplied by 100		
required are cafety checks owned for whi	relling units		
required gas salety checks   Owned for will	ich gas safety		
were carried out and checks were re	equired to have		
recorded as at year end. been carried o	out as at year		
end.			
45,692 45,989	99.4%*		

<sup>\*</sup> 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.		
Number of dwelling units	Divided by:	Multiplied by 100
owned within properties	Number of dwelling units	
that required an FRA for	owned within properties for	
which all required FRAs	which an FRA was required to	
were carried out and	have been carried out as at	
recorded as at year end.	year end.	
13,633	13,633	100%

BS03 – Asbestos safety checks			
Proportion of homes for wh	Proportion of homes for which all required asbestos management surveys or re-		
inspections have been carrie	inspections have been carried out.		
Number of dwelling units	Divided by:	Multiplied by 100	
owned within properties	Number of dwelling units		
that required an asbestos	owned within properties for		
management survey or	which an asbestos		
re-inspection for which all	management survey or re-		
required asbestos	inspection was required to		
management surveys or	have been carried out as at		
re-inspections were	year end.		
carried out and recorded			
as at year end.			
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	Divided by:	Multiplied by 100
owned for which all	Number of dwelling units	
required legionella risk	owned for which an LRA was	
assessments (LRAs) were	required to have been carried	
carried out and recorded	out as at year end.	
as at year end.		
7,644	7,644	100%

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