



## Tenant satisfaction measures - management information

Tenant Satisfaction Measure	Percentage	Number
<b>Maintaining Building Safety</b>		
BS01: Gas safety checks	100%	
BS02: Fire safety checks	100%	
BS03: Asbestos safety checks	100%	
BS04: Water safety checks	100%	
BS05: Lift safety checks	100%	
<b>Keeping Properties in Good Repair</b>		
RP01: Homes that do not meet the Decent Homes Standard	5.5%	
RP02 (1): Repairs completed within target timescale (non-emergency)	97.3%	
RP02 (2): Repairs completed within target timescale (emergency)	100%	
<b>Effective Handling of Complaints</b>		
CH01 (1) : Complaints relative to the size of the landlord (number of stage 1 complaints received per 1,000 homes)		28.2
CH01 (2) : Complaints relative to the size of the landlord (number of stage 2 complaints received per 1,000 homes)		6.3
CH02 (1): Complaints responded to within Complaints Handling Code timescales (proportion of stage 1 complaints)	100%	
CH02 (2): Complaints responded to within Complaints Handling Code timescales (proportion of stage 2 complaints)	100%	
<b>Anti-Social Behaviour</b>		
NM01 (1): Anti-social behaviour cases relative to the size of the landlord (number opened per 1,000 homes)		26.8
NM01 (2): Anti-social behaviour cases relative to the size of the landlord (number opened that involve hate incidents )		0