

Tenant Satisfaction Measures (TSMs) – Landlord Management Data

Summary Report 2024-2025



Equalities Statement

Bolsover District Council is committed to equalities as an employer and when delivering the services it provides to all sections of the community.

The Council believes that no person should be treated unfairly and is committed to eliminating all forms of discrimination, advancing equality and fostering good relations between all groups in society.

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Introduction

The Tenant Satisfaction Measures Standard requires all registered providers to generate and report tenant satisfaction measures (TSMs) as specified by the Regulator.

The central aims of the TSMs are to provide tenants with greater transparency about their landlord's performance and inform the Regulator about how a landlord is complying with the consumer standards.

All registered providers that own relevant social housing stock must calculate and publish all TSMs on an annual basis in accordance with all requirements.

All TSMs must be reported for either or both of the following two stock types:

- Low Cost Rental Accommodation (LCRA). This includes for example general needs, supported housing, intermediate rent and temporary social housing.
- Low Cost Home Ownership (LCHO). This includes, for example, shared ownership properties (which have not been fully staircased).

As a Council, we only own LCRA stock.

Many of the TSMs are defined in terms of numbers of dwelling units owned by providers. All our current stock consists of self-contained units, we have no units that consist of a bedspace in non-self-contained housing.

The building safety TSMs require providers to report the number of dwelling units for which all specified safety checks have been carried out (BS01-BS05). Statutory obligations require providers to conduct a range of safety checks, including on individual dwelling units but also on communal parts or whole buildings that contain multiple dwellings units. For the purposes of the building safety TSMs, providers must ensure that all specified checks that could affect the safety of individual dwelling units have been carried out. If multiple safety checks are required for a dwelling unit (e.g. both within the dwelling and on any communal parts that serve the dwelling), providers must ensure that all these checks have been carried out to report compliance for the dwelling unit – dwelling units must therefore not be double counted when calculating the TSM.

For the purposes of reporting TSMs, a provider owns a dwelling unit when it: (a) holds the freehold title or a leasehold interest in that property; and (b) is the body with a direct legal relationship with the occupants of the dwelling unit (this body is often described as the landlord).

Providers that own 1,000 or more dwelling units of relevant social housing stock (LCRA and/or LCHO) must collect information and report TSMs annually pertaining to a reporting year that runs from 1 April to 31 March. Where this document requires information to be calculated as at year end such providers must report information as of 31 March. As a Council we own 4939 LCRA dwelling units, as of 31 March 2025.

Summary Table

The following returns relate to our LCRA stock and as per TSM Guidance are reported to one decimal place.

TSM Code	TSM Issue	2024/25 Outturn	2024/25 Target (Council Target)
CH01 (1)	Complaints relative to the size of the landlord – Number of stage one complaints per 1,000 homes	19.0	N/a
CH01 (2)	Complaints relative to the size of the landlord - Number of stage two complaints per 1,000 homes	4.0	N/a
CH02 (1)	Complaints responded to within Complaint Handling Code timescales – Proportion of stage one complaints responded to within timescale	100%	100%
CH02 (2)	Complaints responded to within Complaint Handling Code timescales - Proportion of stage two complaints responded to within timescale	95.0%	100%
NM01 (1)	Anti-social behaviour cases relative to the size of the landlord – Number of anti-social behaviour cases per 1,000 homes	71.1	N/a
NM01 (2)	Anti-social behaviour cases relative to the size of the landlord - Number of anti-social behaviour cases that involve hate incidents per 1,000 homes	2.0	N/a
RP01	Homes that do not meet the Decent Homes Standard	1.0%	3%
RP02 (1)	Repairs completed within target timescale (Non-emergency repairs)	88.9%	80%
RP02 (2)	Repairs completed within target timescale (Emergency repairs)	94.0%	90%
BS01	Gas safety checks	99.5%	100%
BS02	Fire safety checks	100%	100%
BS03	Asbestos safety checks	100%	100%
BS04	Water safety checks	100%	100%
BS05	Lift safety checks	100%	100%

CH01: Complaints relative to the size of the landlord

Tenant Satisfaction Measure	Number of 1. stage one complaints, and 2. stage two complaints received per 1,000 homes
Calculation	1. Stage one complaints A. Total number of stage one complaints for 2023/24 – 94 B. Number of dwelling units owned at year end – 4939 $94/4939*1000 = 19.03 (19.0)$ 2. Stage two complaints A. Number of stage two complaints for 2023/24 – 20 B. Number of dwelling units owned at year end – 4939 $20/4939*1000 = 4.04 (4.0)$

NOTE: 94 out of 102 stage one housing related complaints and 20 out of 21 stage two housing related complaints were from tenants.

CH02: Complaints responded to within Complaint Handling Code timescales

Tenant Satisfaction Measure	Proportion of 1. stage one complaints responded to, and 2. stage two complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales.
Calculation	1. Stage one complaints response time A. Number of stage one complaints made by tenants during the year responded to within Housing Ombudsman Code timescales – 94 B. Number of stage one complaints made by tenants during the year – 94 $94/94*100 = 100\%$ 2. Stage two complaints response time A. Number of stage two complaints made by tenants during the year responded to within Housing Ombudsman Code timescales – 19 B. Number of stage two complaints made by tenants during the year – 20 $19/20*100 = 95\% (95.0\%)$

NOTE: One stage 2 complaint responded to in 21 working days instead of 20 working days, due to processing error, which consequently reduced the figure.

NM01: Anti-social behaviour cases relative to the size of the landlord

Tenant Satisfaction Measure	Number of: 1. anti-social behaviour cases, of which 2. anti-social behaviour cases that involve hate incidents opened per 1,000 homes.
Calculation	<p>1. Anti-social behaviour cases</p> <p>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) – 351</p> <p>B. Number of dwelling units owned of the relevant social housing stock at year end – 4939 $351/4939 \times 1000 = 71.06$ (71.1)</p> <p>2. Anti-social behaviour cases that involve hate incidents</p> <p>A. 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 – 10</p> <p>B. Number of dwelling units owned of the relevant social housing stock at year end – 4939 $10/4939 \times 1000 = 2.02$ (2.0)</p>

Time period	Number of anti-social behaviour cases	Number of anti-social behaviour cases that involve hate incidents
Quarter 1 2024/25	96	2
Quarter 2 2024/25	55	2
Quarter 3 2024/25	112	6
Quarter 4 2024/25	88	0
Total	351	10

RP01: Homes that do not meet the Decent Homes Standard

Tenant Satisfaction Measure	Proportion of homes that do not meet the Decent Homes Standard
Calculation	<p>A. Number of dwelling units owned to which the Decent Homes Standard applied which failed the Decent Homes Standard at year end – 47</p> <p>B. Number of dwelling units to which the Decent Homes Standard applied at year end – 4939</p> <p>$47/4939 * 100 = 0.95\% (1.0\%)$</p>

NOTE: Some properties fail on 2 or 3 criteria hence the sum of 'total reportable' of ABCD as being more than 47.

Decent Homes KPI

Stock list tab gives a quick overview of Decency at property level

Total Property No	Total NDH Reportable	Percentage NDH Reportable
4939	47	0.95

A) Dwellings which fail to meet this criterion are those containing one or more hazards assessed as serious ('Category 1') under the HHSRS.

Total	Total Reportable	Percentage Reportable
0	0	0.00

B) Dwellings which fail to meet this criterion are those where either:
 one or more of the **key building components** are old and, because of their condition, need replacing or major repair; or
 two or more of the other building components are old and, because of their condition, need replacing or major repair

Total	Total Reportable	Percentage Reportable
73	42	0.85

C) Dwellings which fail to meet this criterion are those which lack three or more of the following:
 a reasonably modern kitchen (20 years old or less); I a kitchen with adequate space and layout;
 a reasonably modern bathroom (30 years old or less);
 an appropriately located bathroom and WC;
 adequate insulation against external noise (where external noise is a problem); and
 adequate size and layout of common areas for blocks of flats.

Total	Total Reportable	Percentage Reportable
9	6	0.12

D) The revised definition requires a dwelling to have both efficient heating; and effective insulation. Efficient heating is defined as any gas or oil programmable central heating; or electric storage heaters; or warm air systems; or I underfloor systems; or programmable LPG/solid fuel central heating; or similarly efficient heating systems which are developed in the future

Because of the differences in efficiency between gas/oil heating systems and the other heating systems listed, the level of insulation that is appropriate also differs:

For dwellings with gas/oil programmable heating, cavity wall insulation (if there are cavity walls that can be insulated effectively) or at least 50mm loft insulation (if there is loft space) is an effective package of insulation; and

For dwellings heated by electric storage heaters/LPG/programmable solid fuel central heating a higher specification of insulation is required: at least 200mm of loft insulation (if there is a loft) and cavity wall insulation (if there are cavity walls that can be insulated effectively)

Total	Total Reportable	Percentage Reportable
38	7	0.14

RP02: Repairs completed within target timescale

Tenant Satisfaction Measure	Proportion of: 1. Non-emergency <i>and</i> 2. Emergency Responsive repairs completed within the landlord's target timescale
Calculation	1. Non-emergency repairs A. Number of non-emergency responsive repairs completed within the provider's target timescale during the reporting year – 12470 B. Number of non-emergency responsive repairs completed during the reporting year – 14030 $12470/14030*100 = 88.88\% (88.9\%)$ 2. Emergency repairs A. Number of emergency responsive repairs completed within the provider's target timescale during the reporting year – 3754 B. Number of emergency responsive repairs completed during the reporting year – 3995 $3754/3995*100 = 93.96\% (94.0\%)$

NOTE:

Emergency Jobs, Total 3995, In Time 3754, OOT 241 = **93.96%**

- Emergency In-Hours (ED) (24hrs) – 3450, In Time 3409, OOT 41 = **98.81%**
- Emergency Out of Hours (EO) (24hrs)– 545, In Time 345, OOT 200 = **63.30%**

Non-Emergency jobs, Total 14030 – In Time 12470, OOT 1560 = **88.88%**

- Responsive Appointment's (RAs) (15 days) – 6703, In Time 6346, OOT 357 = **94.67%**
- Routine Non-Urgent's (RNs) (30 days) – 2875, In Time 2341, OOT 534 = **81.42%**
- Routine Repair's (RRs) (60 days) – 4452, In Time 3783, OOT 669= **84.97%**

BS01: Gas safety checks

Tenant Satisfaction Measure	Proportion of homes for which all required gas safety checks have been carried out.
Calculation	<p>A. Number of dwelling units owned for which gas safety checks were carried out and record as at year end – 4673</p> <p>B. Number of dwelling units owned for which gas safety checks were required to have been carried out at year end – 4697 $4673/4697*100 = 99.48\%$ (99.5%)</p>

NOTE: 24 properties with legal due to refusal of access. All non-compliance properties have Worcester combi boilers with integral safety features mitigating risk to tenants.

Gas	Number of properties requiring a landlord gas safety record (LGSR)	Number of properties with a LGSR	Number of properties without a LGSR	Compliance %	
	4697	4673	24	99.48	

Property has been non-compliant for:

Under 3 months	16				
3-6 months	6				
6-12 months	0				
12+ months	2				
Total number of properties where the gas supply is capped (exc voids)	6				
Number of properties where the gas supply has been capped for over 3 months (exc voids)	5				

Please provide comments in relation to gas performance below:

Dragonfly are working with Legal Services and Housing Management on tenant access issues. All non-compliance properties have Worcester combi boilers with integral safety features mitigating risk to tenants.

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Dwelling units for which gas safety checks are required	No. of relevant dwelling units	Gas safety checks carried out
Dwellings with individual gas appliances	4475	Yes
Dwellings with individual gas appliances	24	No – refused entry, seeking access via legal services
Ashbourne Court	43	Yes on communal boiler, completed September 2024
Valley View	32	Yes on communal boiler, completed April 2024
Jubilee Court	30	Yes on communal boiler, completed September 2024.
Woburn House	32	Yes on communal boiler, completed May 2024
Victoria House	31	Yes on communal boiler, completed May 2024
Parkfields	30	Yes on communal boiler, completed April 2024
TOTAL	4697	

BS02: Fire safety checks

Tenant Satisfaction Measure	Proportion of homes for which all required fire risk assessments (FRA) have been carried out.
Calculation	<p>A. 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 – 540</p> <p>B. Number of dwelling units owned within properties for which an FRA was required to have been carried out as at year end – 540 $540/540 \times 100 = 100\%$</p>

Properties with communal areas	Number of dwelling units	Up to date?
76	342 (flats/bungalows)	Y
Ashbourne Court	43	Y
Valley View	32	Y
Jubilee Court	30	Y
Woburn House	32	Y
Victoria House	31	Y
Parkfields	30	Y
TOTAL	540	

See following summary table:

Location	Survey Date	Next Survey Due	Up to date?
<u>Flat Common Areas</u>			
Brookhill Avenue	31 January 2023	29 January 2026	Y
Chestnut Court	22 November 2022	20 November 2025	Y
Church Street	23 January 2023	21 January 2026	Y
Crich View	23 January 2023	21 January 2026	Y
Downing Street	23 January 2023	21 January 2026	Y
George Inn Court	31 January 2023	29 January 2026	Y
Hides Green	27 October 2022	25 October 2025	Y
High Street, Clowne	30 January 2023	28 January 2026	Y
Lime Tree Avenue	30 January 2023	28 January 2026	Y
Longlands	13 December 2022	11 December 2025	Y
Orchard Close	13 December 2022	11 December 2025	Y
Pattison Street	27 October 2022	25 October 2025	Y

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Location	Survey Date	Next Survey Due	Up to date?
Sandhills Road	13 December 2022	11 December 2025	Y
The Croft	23 January 2023	21 January 2026	Y
The Paddock	30 January 2023	28 January 2026	Y
Woodfield Road	31 January 2023	29 January 2026	Y
<u>Sheltered Schemes</u>			
Ashbourne Court	22 April 2024	22 April 2025	Y
Parkfields	18 June 2024	18 June 2025	Y
Jubilee Court	7 June 2024	7 June 2025	Y
Valley View	17 March 2025	17 March 2026	Y
Woburn House	22 April 2025	22 April 2026	Y
Victoria House	21 April 2025	21 April 2026	Y
<u>Community Rooms</u>			
Mill Lane	15 Jan 2024	15 Jan 2027	Y
Park View	27 June 2023	25 June 2026	Y
Queens Court	27 June 2023	25 June 2026	Y
Recreation Close	27 June 2023	25 June 2026	Y

BS03: Asbestos safety checks

Tenant Satisfaction Measure	Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out.
Calculation	<p>A. 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 – 540</p> <p>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 – 540</p> <p>$540/540 \times 100 = 100\%$</p>

Properties with communal areas	Number of dwelling units	Last Survey Date	Up to date?
76	342 (flats/bungalows)	See subsequent table	Y
Ashbourne Court	43	22 April 2024	Y
Valley View	32	18 June 2024	Y
Jubilee Court	30	7 June 2024	Y
Woburn House	32	17 March 2025	Y
Victoria House	31	22 April 2025	Y
Parkfields	30	21 April 2025	Y
TOTAL	540		

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Asbestos surveys of common areas of flats, communal facilities and sheltered schemes

Location	Survey Date	Numbers of Priority/Risks				
		Very High	High	Medium	Low	Very Low
Flat Common Areas						
Brookhill Avenue 12-19	12th January 2024					1
Brookhill Avenue 20-26	12th January 2024					1
Chestnut Court 1-4	31st January 2019	No asbestos present				
Chestnut Court 5-8	12th January 2024				1	
Chestnut Court 9-12	13th August 2023	No asbestos present				
Chestnut Court 13-16	31st January 2023	No asbestos present				
Church street 6-12	30th January 2023	No asbestos present				
Church street 14-20	30th January 2023	No asbestos present				
Crich View 1-4	13th February 2024					5
Crich View 5-8	13th February 2024					6
Crich View 9-12	13th February 2024				1	4
Crich View 13-16	13th February 2024					3
Downing Street 2-18	17th January 2024					1
George Inn Court 3-4	7th February 2024					3
George Inn Court 5-6	7th February 2024					3
Hides Green 2-8	16th January 2024					2
Hides Green 5-11	16th January 2024					1
Hides Green 10-16	9th June 2023					1
Hides Green 15-21	16th January 2024					1
Hides Green 18-24	16th January 2024					2
Hides Green 23-29	16th January 2024					2
Hides Green 31-37	16th January 2024					1
Lime Tree Avenue 2-8	30th January 2019	No asbestos present				
Lime Tree Avenue 10-16	10th June 2023					1
Lime Tree Avenue 34-40	17th January 2024					1
Lime Tree Avenue 48-52	29th December 2018	No asbestos present				
Lime Tree Avenue 54-60	22nd November 2021					2
Lime Tree Avenue 62-68	31st January 2019	No asbestos present				
Lime Tree Avenue 72-78	31st January 2019	No asbestos present				
Lime Tree Avenue 78-84	31st January 2019	No asbestos present				
Longlands	16th January 2024					4
Longlands	16th January 2024					4
Longlands	16th January 2024				1	3
Orchard Close 1-4	30th January 2024					3

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Location	Survey Date	Numbers of Priority/Risks				
		Very High	High	Medium	Low	Very Low
Orchard Close 5-8	30th January 2024					4
Orchard Close 9-12	7th February 2024					1
Orchard Close 14-17	30th January 2024					3
Orchard Close 18-21	30th January 2024					3
Orchard Close 22-25	30th January 2024					1
Orchard Close 26-29	30th January 2024					2
Orchard Close 30-33	30th January 2024					1
Orchard Close 34-37	30th January 2024					1
Orchard Close 38-41	30th January 2024					1
Pattison Street 1-6	31st August 2023	No access				
Pattison Street 7-12	6th September 2023					2
Pattison Street 9-12	31st August 2023					1
Pattison Street 14-17	9th June 2023				1	
Pattison Street 18-21	9th June 2023			1	1	1
Pattison Street 22-25	10th June 2023			1	1	1
Pattison Street 26-29	9th June 2023			1	1	2
Pattison Street 30-31	9th June 2023				1	
Pattison Street 32-35	10th June 2023			1	2	1
Pattison Street 36-39	9th June 2023			1	3	
Pattison Street 38-42	14th December 2020	No asbestos present				
Pattison Street 40-43	9th June 2023				2	
Sandhills Road 5-11	7th February 2024					1
Sandhills Road 15-21	11th January 2024					1
Sandhills Road 23-29	11th January 2024					2
The Croft 2-18	17th January 2024					1
The Paddock 1-4	8th April 2021	No asbestos present				
The Paddock 5-8	1st July 2021	No asbestos present				
The Paddock 9-12	1st July 2021	No asbestos present				
The Paddock 14-15	3rd May 2022				1	2
The Paddock 16-19	8th April 2021	No asbestos present				
The Paddock 20-23	16th January 2024	No asbestos present				
The Paddock 24-27	21st January 2020	No asbestos present				
The Paddock 28-31	21st January 2020	No asbestos present				
The Paddock 29-33	11th January 2024	No asbestos present				
The Paddock 34-37	9th April 2021	No asbestos present				
The Paddock 38-41	11th January 2024				1	
Woodfield Road 41-47	12th January 2024					4
Woodfield Road 49-55	12th January 2024					1

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Location	Survey Date	Numbers of Priority/Risks				
		Very High	High	Medium	Low	Very Low
Woodfield Road 57-63	12th January 2024					4
Woodfield Road 65-71	12th January 2024					4
Woodfield Road 68-74	12th January 2024					1
Woodfield Road 76-82	12th January 2024	No asbestos present				
Woodfield Road 84-90	22nd January 2020					1
Woodfield Road 92-98	24th August 2023				1	2
Woodfield Road 100-106	12th January 2024					2
Woodfield Road 108-114	12th January 2024					4
<u>Sheltered Schemes</u>						
Ashbourne Court	22 April 2024			2	10	61
Parkfields	18 June 2024				11	54
Jubilee Court	7 June 2024			1	14	32
Valley View	17 March 2025					2
Woburn House	22 April 2025			2	3	87
Victoria House	21 April 2025				2	39
<u>Community Rooms</u>						
Mill Lane	15th January 2024		2		3	7
Park View	7th February 2024		2		1	4
Queens Court	17th January 2024			2	4	5
Recreation Close	17th January 2024		6		3	8

BS04: Water safety checks

Tenant Satisfaction Measure	Proportion of homes for which all required legionella risk assessments have been carried out.
Calculation	<p>A. Number of dwelling units owned for which required legionella risk assessments (LRAs) were carried out and recorded as at year end – 198</p> <p>B. Number of dwelling units owned for which an LRA was required to have been carried out as at year end – 198</p> <p>$198/198 \times 100 = 100\%$</p>

Independent Living Scheme	Number of dwelling units	Last Check (every 2 years)	Due	Up to date?
Ashbourne Court	43	August 24	August 2026	Yes
Valley View	32	May 2024	May 2026	Yes
Jubilee Court	30	August 2024	August 2026	Yes
Woburn House	32	July 2023	July 2025	Yes
Victoria House	31	July 2023	July 2025	Yes
Parkfields	30	October 2024	October 2026	Yes
TOTAL	198			

NOTE: Safe and Warm works complete at all sites except Woburn House. New Woburn House to complete build July/August 2025.

BS05: Lift safety checks

Tenant Satisfaction Measure	Proportion of homes for which all required communal passenger lift safety checks have been carried out.
Calculation	<p>A. Number of dwelling units owned within properties with communal passenger lifts for which Lifting Operation and Lifting Equipment Regulations (LOLER) inspection reports were carried out and recorded as at year end – 198</p> <p>B. Number of dwelling units owned within properties with communal passenger lifts as at year end – 198</p> <p>198/198*100 = 100%</p>

NOTE: Lift safety checks are required by insurance every 6 months.

Site	Number of dwelling units	Date undertaken	Date undertaken	Up to date?
Woburn House	32	16.04.24	08.10.24	Y
Parkfields	30	25.04.24	30.10.24	Y
Victoria House	31	02.04.24	03.10.24	Y
Valley View	32	08.05.24	18.11.24	Y
Jubilee Court	30	27.08.24	27.02.25	Y
Ashbourne Court	43	27.08.24	27.02.25	Y
TOTAL	198			

NOTE: Safe and Warm works complete at all sites except Woburn House. New Woburn House to complete build July/August 2025.

Comparison with 2023/24 data

The following returns relate to our LCRA stock and as per TSM Guidance are reported to one decimal place. The rate of complaints has decreased from 2023/24, in comparison to the rate of ASB cases increasing. Four out of five safety measures meet internal target, with Gas Safety checks fractionally below. Response times for stage one complaints has improved and meets internal target and the response times for stage two complaints is also considered satisfactory (only one complaint was out of timescale by one day). The volume of repairs is comparable with last year and performance has improved for non-emergency repairs ensuring both repairs targets are met.

TSM Code	TSM Issue	2023/24 Outturn	2024/25 Outturn	2024/25 Target (Council Target)
CH01 (1)	Complaints relative to the size of the landlord – Number of stage one complaints per 1,000 homes	20.8	19.0	N/a
CH01 (2)	Complaints relative to the size of the landlord – Number of stage two complaints per 1,000 homes	2.0	4.0	N/a
CH02 (1)	Complaints responded to within Complaint Handling Code timescales – Proportion of stage one complaints responded to within timescale	84.6%	100%	100%
CH02 (2)	Complaints responded to within Complaint Handling Code timescales - Proportion of stage two complaints responded to within timescale	100%	95.0%	100%
NM01 (1)	Anti-social behaviour cases relative to the size of the landlord – Number of anti-social behaviour cases per 1,000 homes	56.5	71.1	N/a
NM01 (2)	Anti-social behaviour cases relative to the size of the landlord – Number of anti-social behaviour cases that involve hate incidents per 1,000 homes	0.2	2.0	N/a
RP01	Homes that do not meet the Decent Homes Standard	16.0%	1.0%	3%
RP02 (1)	Repairs completed within target timescale (Non-emergency repairs)	79.8%	88.9%	80%
RP02 (2)	Repairs completed within target timescale (Emergency repairs)	95.5%	94.0%	90%
BS01	Gas safety checks	99.2%	99.5%	100%
BS02	Fire safety checks	100%	100%	100%
BS03	Asbestos safety checks	100%	100%	100%
BS04	Water safety checks	69%	100%	100%
BS05	Lift safety checks	84.5%	100%	100%