

4.1 Management Information Measures as at 30.06.26

TSM Code	TSM Issue	2023/24 Outturn	2024/25 Outturn	2025/26 Outturn	Q1 2026/27	Q2 2026/27	Q3 2026/27	Q4 2026/27	2026/27 Outturn	2026/27 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	15.7						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	2.2						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%						100%
CH02 (2)	Complaints responded to within Complaint Handling Code timescales - Proportion of stage two complaints responded to within timescale	100%	95.0%	100%						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	39.0						N/a
NM01 (2)	Anti-social behaviour cases relative to the size of the	0.2	2.0	0.8						N/a

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	landlord - Number of anti-social behaviour cases that involve hate incidents per 1,000 homes									
RP01	Homes that do not meet the Decent Homes Standard	16.0%	1.0%	11.2%						3%
RP02 (1)	Repairs completed within target timescale (Non-emergency repairs)	79.8%	88.9%	93.4%	85.38					80%
RP02 (2)	Repairs completed within target timescale (Emergency repairs)	95.5%	94.0%	94.3%	95.37					90%
BS01	Gas safety checks	99.2%	99.5%	99.3%						100%
BS02	Fire safety checks	100%	100%	100%						100%
BS03	Asbestos safety checks	100%	100%	100%						100%
BS04	Water safety checks	69%	100%	100%						100%
BS05	Lift safety checks	84.5%	100%	100%						100%
BS06	Electrical safety checks	N/A	N/A							100%

Notes Q1:

- Stock figure as of 30.06.26 – 4909
- CH01 (1) – XXX out of XXX stage 1 complaints were from tenants. $XX/4909 \times 1000 = XXX$
- CH01 (2) – XXX out of XXX stage 2 complaints were from tenants. $XX/4909 \times 1000 =$
- CH02 (1 and 2) –

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- RP02 (1) – 2284 out of 2675 repairs completed in time – 85.38% (provisional pending receipt of invoices)
- RP02 (2) – 700 out of 734 repairs completed in time – 95.36% (provisional pending receipt of invoices)
- NM01 (1) – XXXX Anti-social behaviour cases related to tenants/tenancy. $XXX/4909*1000 = XXXX$
- NM01 (2) – There were XXX ASB cases involving hate incidents. $XX/4909*1000 =$
- BS01 – XXX out of XXX properties - XXX% XXX properties overdue a check due to refused access, cases with legal team to progress gaining access for checks.
- BS06 – XXX out of XXX properties - XXX% XXX properties overdue a check due to refused access, cases with legal team to progress gaining access for checks.

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