

**5.1 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            | 3.7        |            |            |            |                 | 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             | 0.2        |            |            |            |                 | 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%       |            |            |            |                 | 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%       |            |            |            |                 | 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            | 10.0       |            |            |            |                 | N/a                             |
| NM01 (2) | Anti-social behaviour cases relative to the size of the                                                                              | 0.2             | 2.0             | 0.8             | 0.4        |            |            |            |                 | N/a                             |

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| 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) |
|----------|----------------------------------------------------------------------------------------------|-----------------|-----------------|-----------------|------------|------------|------------|------------|-----------------|---------------------------------|
|          | 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%           | 8.9%       |            |            |            |                 | 3%                              |
| RP02 (1) | Repairs completed within target timescale (Non-emergency repairs)                            | 79.8%           | 88.9%           | 93.4%           | 85.4%*     |            |            |            |                 | 80%                             |
| RP02 (2) | Repairs completed within target timescale (Emergency repairs)                                | 95.5%           | 94.0%           | 94.3%           | 95.4%*     |            |            |            |                 | 90%                             |
| BS01     | Gas safety checks                                                                            | 99.2%           | 99.5%           | 99.3%           | 99.7%      |            |            |            |                 | 100%                            |
| BS02     | Fire safety checks                                                                           | 100%            | 100%            | 100%            | Pending    |            |            |            |                 | 100%                            |
| BS03     | Asbestos safety checks                                                                       | 100%            | 100%            | 100%            | Pending    |            |            |            |                 | 100%                            |
| BS04     | Water safety checks                                                                          | 69%             | 100%            | 100%            | 100%       |            |            |            |                 | 100%                            |
| BS05     | Lift safety checks                                                                           | 84.5%           | 100%            | 100%            | 100%       |            |            |            |                 | 100%                            |
| BS06     | Electrical safety checks                                                                     | N/A             | N/A             | N/A             | 98.6%      |            |            |            |                 | 100%                            |

Notes Q1:

- Stock figure as of 30.06.26 – 4909
- CH01 (1) – 18 out of 22 stage 1 complaints were from tenants.  $18/4909 \times 1000 = 3.67$
- CH01 (2) – 1 out of 2 stage 2 complaints were from tenants.  $1/4909 \times 1000 = 0.20$
- CH02 (1 and 2) – 100% of stage 1 and stage 2 complaints were processed in time.

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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) – 49 Anti-social behaviour cases related to tenants/tenancy.  $49/4909 \times 1000 = 9.98$
- NM01 (2) – There were 2 ASB cases involving hate incidents.  $2/4909 \times 1000 = 0.40$
- BS01 – 4646 out of 4654 properties – 99.74% 8 properties overdue a check due to refused access, cases with legal team to progress gaining access for checks.
- BS06 – 4838 out of 4909 properties – 98.55% 71 properties without a valid check of which 6 are void properties.

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