



Our Results - Management Information 2024/25

Decent Home Standard and Repairs

Code	Measure	LCRA
RP01	Proportion of homes that do not meet the Decent Homes Standard.	0.0
RP02	Proportion of non-emergency responsive repairs completed within the landlord's target timescale.	78.4
RP02	Proportion of emergency responsive repairs completed within the landlord's target timescale.	97.0

Building Safety

Code	Measure	LCRA
BS01	Proportion of homes for which all required gas safety checks have been carried out.	99.6%
BS02	Proportion of homes for which all required fire risk assessments have been carried out.	90.6%
BS03	Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out.	100%

BS04	Proportion of homes for which all required legionella risk assessments have been carried out.	100%
BS05	Proportion of homes for which all required communal passenger lift safety checks have been carried out.	100%

Complaints

Code	Measure	LCRA
CH01	Number of stage one complaints received per 1,000 homes.	31.3
CH01	Number of stage two complaints received per 1,000 homes.	5.2
CH02	Proportion of Stage One complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales.	79.9
CH02	Proportion of Stage Two complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales.	11.1

Anti-social behaviour

Code	Measure	LCRA
NM01	Number of anti-social behaviour cases, opened per 1,000 homes.	68.2
NM01	Number of anti-social behaviour cases that involve hate incidents opened per 1,000 homes.	1.9