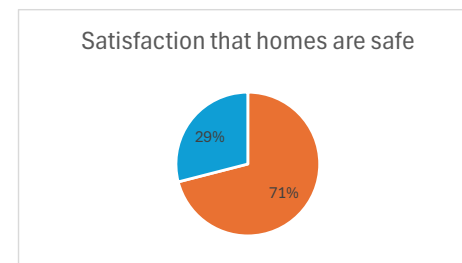
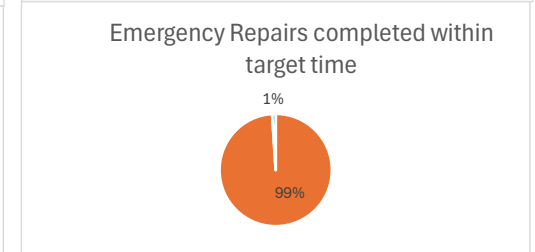
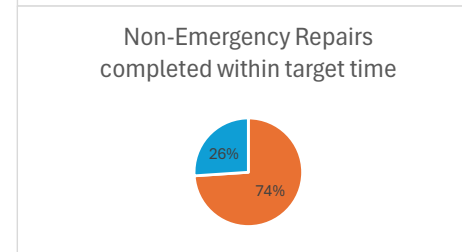
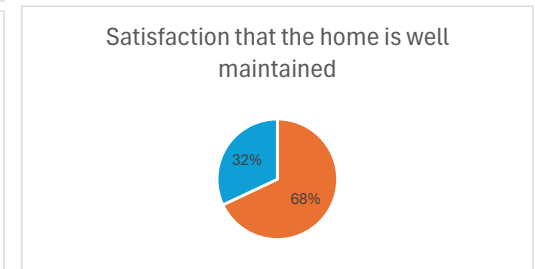
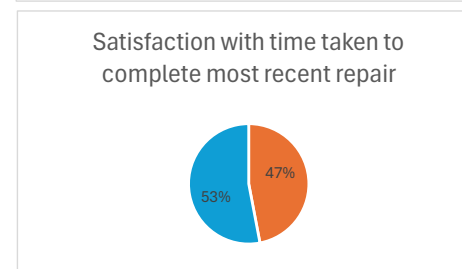
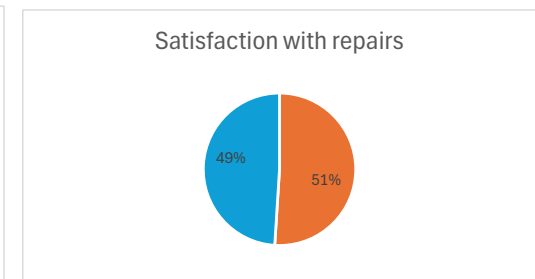
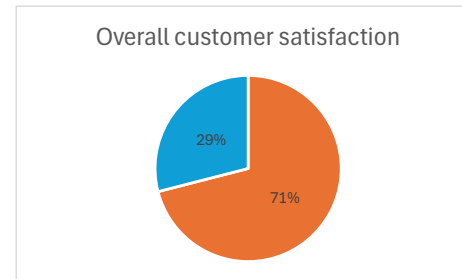


Overall customer satisfaction TP01	Actual	71%
Keeping properties in good repair Satisfaction with repairs TP02	Actual	51%
Satisfaction with time take to complete most recent repair TP03	Actual	47%
Satisfaction that the home is well maintained TP04	Actual	68%
Number of homes that meet Decent Homes Standard RP01		100%
Non-Emergency Repairs completed within target time RP02(1)	Actual	74%
Emergency Repairs completed within target time RP02(2)	Actual	99%
Maintaining building safety Satisfaction that homes are safe TP05	Actual	71%
Homes with up-to-date gas certificates BS01		100%
Homes with up-to-date fire risk assessments BS02		100%
Homes with up-to-date asbestos inspections BS03		100%
Homes with up-to-date water safety inspections BS04		100%
Homes with up-to-date lift safety checks BS05		100%



Effective handling of complaints

Satisfaction with our approach to handling complaints

TP09

Actual	42%
As per TSM guidance	
Number of complaints received 2024	Total Per 1000 Properties:

Number of stage 1 complaints relative to size

CH01

46	102
As per TSM guidance	
Number of complaints received 2024	Total Per 1000 Properties:

Number of stage 2 complaints relative to size

CH01(2)

13	29
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Stage 1 complaints responded to within Compliant Handling Code timescales

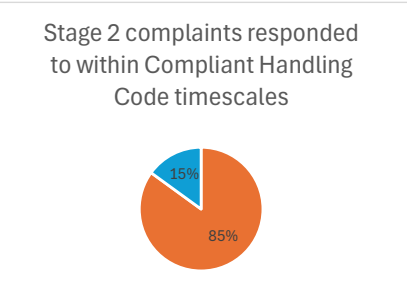
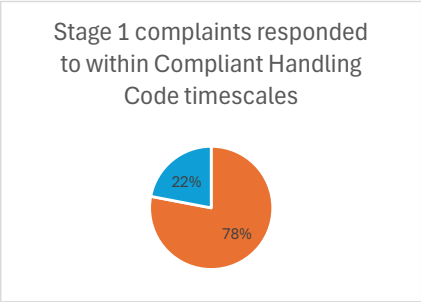
CH02(1)

Actual	78%
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Stage 2 complaints responded to within Compliant Handling Code timescales

CH02(2)

Actual	85%
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Respectful and helpful engagement

Satisfaction we listened to customers views and act upon them

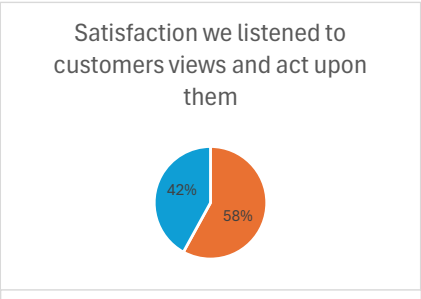
TP06

Actual	58%
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Satisfaction that we keep customers informed about things that matter to them

TP07

Actual	71%
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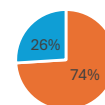


Agreement that we treat customers fairly and with respect
TP08

Actual

74%

Agreement that we treat customers fairly and with respect



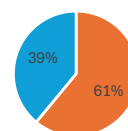
Responsible neighbourhood management

Satisfaction that communal areas are clean and well maintained
TP10

Actual

61%

Satisfaction that communal areas are clean and well maintained

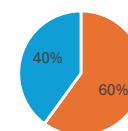


Satisfaction that we make a positive contribution to the neighbourhood
TP11

Actual

60%

Satisfaction that we make a positive contribution to the neighbourhood

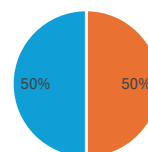


Satisfaction with our approach to Anti-Social Behaviour
TP12

Actual

50%

Satisfaction with our approach to Anti-Social Behaviour



Number of Anti-Social Behaviour cases relative to size

12 27

NM01(1)

As per TSM guidance
Total Per 1000 Properties:

Number of Anti-Social Behaviour cases involving hate crime relative to size

0 0

NM01(2)