

Code	Description	Result
TP01	Overall satisfaction	89%
TP02	Satisfaction with repairs	95%
TP03	Satisfaction with time taken to complete most recent repair	93%
TP04	Satisfaction that the home is well maintained	91%
RP01	Homes that do not meet the Decent Homes Standard	0%
RP02 (1)	Proportion of non-emergency responsive repairs completed within the landlord's target timescale. (28 days)	95%
RP02 (2)	Proportion of emergency responsive repairs completed within the landlord's target timescale. (7 days)	95%
TP05	Satisfaction that the home is safe	91%
BS01	Gas safety checks	100%
BS02	Fire safety checks	100%
BS03	Asbestos safety checks	100%
BS04	Water safety checks	100%
BS05	Lift safety checks	100%
TP06	Satisfaction that the landlord listens to tenant views and acts upon them	79%
TP07	Satisfaction that the landlord keeps tenants informed about things that matter to them	87%
TP08	Agreement that the landlord treats tenants fairly and with respect	93%
TP09	Satisfaction with the landlord's approach to handling complaints	51%
CH01 (1)	Number of stage one complaints received per 1,000 homes. (33 complaints received)	54.4
CH01 (2)	Number of stage two complaints received per 1,000 homes. (18 complaints received)	29.7
CH02 (1)	Proportion of stage one complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales (10 working days).	100%

CH02 (2)	Proportion of stage two complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales (20 working days).	100%
TP10	Satisfaction that the landlord keeps communal areas clean and well maintained	84%
TP11	Satisfaction that the landlord makes a positive contribution to neighbourhoods	83%
TP12	Satisfaction with the landlord's approach to handling anti-social behaviour	72%
NM01 (1)	Anti-social behaviour cases relative to the size of the landlord (per 1000 homes) (16 cases received)	26.4
NM01 (2)	Anti-social behaviour cases relative to the size of the landlord (per 1000 homes) - ASB cases that involved hate incidents	0