

TSM MEASURE	Description	Q1	Q2	Q3	Q4	Annual 2024/25	Direction of Travel	2023/24 Result
BS01: Gas Safety Checks (%)	Proportion of homes for which all required gas safety checks have been carried out.	100	100	100	100	100	→	100
Number of dwelling units owned for which all required gas safety checks were carried out and recorded as at year end		7181	7172	7180	7179	7179		7185
Number of dwelling units owned for which gas safety checks were required to have been carried out as at year end (multiplied 100)		7181	7172	7180	7179	7179		7185
BS02: Fire Safety Checks (%)	Proportion of homes for which all required fire risk assessments have been carried out.	100	100	100	100	100	→	100
Number of dwelling units owned within properties that required an FRA for which all required FRAs were carried out and recorded as at year end		2742	2742	2742	2742	2742		2742
Number of dwelling units owned within properties for which an FRA was required to have been carried out as at year end (multiplied 100)		2742	2742	2742	2742	2742		2742
BS03 - Asbestos safety checks (%)	Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out	100	100	100	100	100	→	100
Number of dwelling units owned within properties that required an asbestos management survey or re-inspection for which all required asbestos management surveys or re-inspections were carried out and recorded as at year end		498	495	494	492	492		2542
Number of dwelling units owned within properties for which an asbestos management survey or re-inspection was required to have been carried out as at year end (multiplied 100)		498	495	494	492	492		2542
BS04 - Water safety checks (%)	Proportion of homes for which all required legionella risk assessments have been carried out	100	100	100	100	100	↗	96.65
Number of dwelling units owned for which all required legionella risk assessments (LRAs) were carried out and recorded as at year end		1973	1972	1972	1972	1972		1907
Number of dwelling units owned for which an LRA was required to have been carried out as at year end (multiplied 100)		1973	1972	1972	1972	1972		1973
BS05 - Lift safety checks (%)	Proportion of homes for which all required communal passenger lift safety checks have been carried out	100	100	100	100	100	→	100
Number of dwelling units owned within properties with communal passenger lifts for which all Lifting Operations and Lifting Equipment Regulations (LOLER) inspection reports were carried out and recorded as at year end		31	31	31	32	32		725
Number of dwelling units owned within properties with communal passenger lifts as at year end (multiplied 100)		31	31	31	32	32		725
CH01 - Complaints relative to the size of the landlord STAGE 1 (per 1000 homes)	Number of: 1. stage one complaints and 2. stage two complaints received per 1,000 homes:	27.60	18.44	20.51	22.18	88.73	↘	102.10
Number of stage 1 complaints made by tenants in the relevant stock type during the reporting year		214	143	159	172	688		818
Number of dwelling units owned of the relevant stock type at year end (multiplied 1000)		7754	7754	7754	7754	7754		8012
CH01 - Complaints relative to the size of the landlord STAGE 2 (per 1000 homes)		2.71	1.93	2.71	3.61	10.96	↘	10.98
Number of stage 2 complaints made by tenants in the relevant stock type during the reporting year		21	15	21	28	85		88
Number of dwelling units owned of the relevant stock type at year end (multiplied 1000)		7754	7754	7754	7754	7754		8012

CH02 - Complaints responded to within Complaint Handling Code timescales STAGE 1 (%)	Proportion of: 1. stage one complaints responded to and 2. stage two complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales	92.99	96.50	98.11	91.86	94.62	↗	77.14
Number of stage 1 complaints made by tenants during the reporting year for the relevant stock type that were responded to within the Housing Ombudsman's Complaint Handling Code timescale		199	138	156	158	651		631
Number of stage 1 complaints made by tenants in the relevant stock type during the reporting year(multiplied 100)		214	143	159	172	688		818
CH02 - Complaints responded to within Complaint Handling Code timescales STAGE 2 (%)		90.48	73.33	100.00	64.29	81.18	↗	69.32
Number of stage 2 complaints made by tenants during the reporting year for the relevant stock type that were responded to within the Housing Ombudsman's Complaint Handling Code timescale		19	11	21	18	69		61
Number of stage 2 complaints made by tenants in the relevant stock type during the reporting year(multiplied 100)		21	15	21	28	85		88
NM01 - Anti-social behaviour cases relative to the size of the landlord Anti-social behaviour cases (per 1000 homes)	Number of: 1. anti-social behaviour cases, of which 2. anti-social behaviour cases that involve hate incidents opened per 1,000 homes.	2.71	2.06	3.48	5.55	13.80	↗	13.48
Total number of anti-social behaviour cases opened by or on behalf of the provider during the reporting year (including any ASB cases that involve hate incidents		21	16	27	43	107		108
Number of dwelling units owned by the relevant social housing stock at year end (multiplied 1000)		7754	7754	7754	7754	7754		8012
NM01 - Anti-social behaviour cases relative to the size of the landlord Anti-social behaviour cases that involve hate incidents (per 1000 homes)		0.00	0.13	0.26	0.13	0.52	↗	0.12
Number of anti-social behaviour cases (as reported in part 1) that involve hate incidents opened by or on behalf of the provider during the reporting year		0	1	2	1	4		1
Number of dwelling units owned of the relevant social housing stock at year end (multiplied 1000)		7754	7754	7754	7754	7754		8012
RP01 - Homes that do not meet the Decent Homes Standard (%)	Proportion of homes that do not meet the Decent Homes Standard	4.60	4.03	7.78	3.36	3.36	↘	5.89
Number of dwelling units owned to which the Decent Homes Standard applied which failed the Decent Homes standard at year end		365	320	618	267	267		468
Number of dwelling units owned to which the Decent Homes Standard applied at year end		7939	7939	7939	7939	7939		7939
RP02 - Repairs completed within target timescale Non-emergency repairs (%)	Proportion of: 1. non-emergency and 2. emergency responsive repairs completed within the landlord's target timescale.	90.99	88.91	77.17	91.45	87.02	↘	87.58
Number of non-emergency responsive repairs completed within the provider's target timescale during the reporting year		3879	4007	3418	3764	15068		15901
Number of non-emergency responsive repairs completed during the reporting year (multiplied 100		4263	4507	4429	4116	17315		18157
RP02 - Repairs completed within target timescale Emergency repairs (%)		99.00	99.29	99.08	98.43	98.93	↗	87.01
Number of emergency responsive repairs completed within the provider's target timescale during the reporting year		398	419	432	501	1750		1420
Number of emergency responsive repairs completed during the reporting year (multiplied 100		402	422	436	509	1769		1632