



Our 2023-24 Technical TSMs Results

Technical TSMs	Emh Result	
Complaints		
	LCRA	LCHO
Stage 1 complaints relative to size of business	101.9	48.5
Stage 2 complaints relative to size of business	11.5	7.3
	LCRA	LCHO
Proportion of stage 1 complaints responded to within Complaint Handling Code timescales (Including Extensions Agreed with Customer)	100%	100%
Proportion of stage 2 complaints responded to within Complaint Handling Code timescales (Including Extensions Agreed with Customer)	100%	100%
Anti-Social Behaviour		
Number of anti-social behaviour cases opened per 1,000 homes.		54.8
Number of anti-social behaviour cases that involve hate incidents opened per 1,000 homes.		0.48
Decent Homes Standard and Repairs		
Proportion of homes that do not meet the Decent Homes Standard.		0.9
Proportion of non-emergency responsive repairs completed within the landlord's target timescale.		77.6
Proportion of emergency responsive repairs completed within the landlord's target timescale.		89.1
Building Safety		
Proportion of homes with valid gas safety records.		99.7%
Proportion of homes for which all required communal passenger lift safety checks have been carried out.		100%
Proportion of homes for which all required fire risk assessments have been carried out.		100%
Proportion of homes for which all required legionella risk assessments have been carried out.		100%
Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out.		100%

LCRA = Low Cost Rental Accommodation

LCHO = Low Cost Home Ownership