

Management Performance Results – 2023-24

Management Performance	2023-24
1. Proportion of homes for which all required gas safety checks have been carried out	99.96%
2. Percentage of homes for which all required fire risk assessments have been carried out	98.07%
3. Percentage of homes for which all required asbestos management surveys or re-inspections have been carried out	96.38%
4. Percentage of homes for which all required legionella risk assessments have been carried out	100%
5. Percentage of homes for which all required communal passenger lift safety checks have been carried out	99.23%
6. Anti-social behaviour cases relative to the size of the landlord	0.82 (11 cases)
7. Anti-social behaviour cases relative to the size of the landlord that involve hate incidents	1
8. Complaints relative to the size of the landlord - formal Stage 1	0.81
9. Complaints relative to the size of the landlord - formal Stage 2	0.21
10. Complaints responded to within Complaint Handling Code timescales - Stage 1	100%

11. Complaints responded to within Complaint Handling Code timescales - Stage 2	100%
12. Percentage of homes that do not meet the Decent Homes Standard	0.96%
13. Percentage of non-emergency repairs completed within landlord's target timescale	85.81%
14. Percentage of emergency repairs completed within landlord's target timescale	96.89%