

# Our performance

SEPTEMBER  
2024

## BUILDING SAFETY

Measure	LCRA & LCHO combined	Target
Proportion of homes for which all required gas safety checks have been carried out	100.0%	100.0%
Proportion of homes for which all required fire risk assessments have been carried out	100.0%	100.0%
Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out	97.8%	100.0%
Proportion of homes for which all required legionella risk assessments have been carried out	100.0%	100.0%
Proportion of homes for which all required communal passenger lift safety checks have been carried out	100.0%	100.0%

## COMPLAINTS

Measure	LCRA	Target
Number of stage one complaints received per 1,000 homes	3.2	n/a
Number of stage two complaints received per 1,000 homes	0.5	n/a
Proportion of stage one complaints responded to within the Housing Ombudsman Complaint Handling Code timescales	94.3%	100.0%
Proportion of stage two complaints responded to within the Housing Ombudsman Complaint Handling Code timescales	33.3%	100.0%

## ANTI-SOCIAL BEHAVIOUR

Measure	LCRA & LCHO combined	Target
Number of anti-social behaviour cases, opened per 1,000 homes	6.1	n/a
Number of anti-social behaviour cases that involve hate incidents opened per 1,000 homes	0.3	n/a

## DECENT HOMES STANDARD & REPAIRS

Measure	LCRA	Target
Proportion of homes that do not meet the Decent Homes Standard	1.0%	1.0%
Proportion of non-emergency responsive repairs completed within the landlords target timescale	69.3%	85.0%
Proportion of emergency responsive repairs completed within the landlords target timescale	83.9%	85.0%

## TENANT SATISFACTION MEASURES

Measure	LCRA	Target
Proportion of respondents who report that they are satisfied with the overall service from their landlord	59.3%	73.0%
Proportion of respondents who have received a repair in the last 12 months who report that they are satisfied with the overall repairs service	59.6%	70.0%
Proportion of respondents who have received a repair in the last 12 months who report that they are satisfied with the time taken to complete their most recent repair	57.7%	65.0%
Proportion of respondents who report that they are satisfied that their home is well maintained	61.4%	70.0%

Measure	LCRA	Target
Proportion of respondents who report that they are satisfied that their home is safe	69.0%	75.0%
Proportion of respondents who report that they are satisfied that their landlord listens to tenant views and acts upon them	45.6%	58.0%
Proportion of respondents who report that they are satisfied that their landlord keeps them informed about things that matter to them	58.0%	63.0%
Proportion of respondents who report that they agree their landlord treats them fairly and with respect	65.5%	70.0%
Proportion of respondents who report making a complaint in the last 12 months who are satisfied with their landlord's approach to complaints handling	39.3%	36.0%
Proportion of respondents with communal areas who report that they are satisfied that their landlord keeps communal areas clean and well maintained	64.3%	70.0%
Proportion of respondents who report that they are satisfied that their landlord makes a positive contribution to the neighbourhood	59.7%	61.0%
Proportion of respondents who report that they are satisfied with their landlord's approach to handling anti-social behaviour	47.2%	50.0%



**The snapshot of data provided is true and accurate at the point of publication. As such, some data is subject to change and may differ from final year end reporting.**