

# Our performance

OCTOBER  
2024

## BUILDING SAFETY

| Measure  | LCRA & LCHO combined | Target |
|--|----------------------|--------|
| Proportion of homes for which all required gas safety checks have been carried out                             | TBC                  | 100.0% |
| Proportion of homes for which all required fire risk assessments have been carried out                         | 86.3%                | 100.0% |
| Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out | 90.8%                | 100.0% |
| Proportion of homes for which all required legionella risk assessments have been carried out                   | 97.0%                | 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   | 4.5   | 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 | 94.1% | 100.0% |
| Proportion of stage two complaints responded to within the Housing Ombudsman Complaint Handling Code timescales | 50.0% | 100.0% |

## ANTI-SOCIAL BEHAVIOUR

| Measure  | LCRA & LCHO combined | Target |
|--|----------------------|--------|
| Number of anti-social behaviour cases, opened per 1,000 homes                            | 5.9                  | n/a    |
| Number of anti-social behaviour cases that involve hate incidents opened per 1,000 homes | 0.2                  | n/a    |

## DECENT HOMES STANDARD & REPAIRS

| Measure  | LCRA  | Target |
|--|-------|--------|
| Proportion of homes that do not meet the Decent Homes Standard                                 | 0.8%  | 1.0%   |
| Proportion of non-emergency responsive repairs completed within the landlords target timescale | 71.3% | 85.0%  |
| Proportion of emergency responsive repairs completed within the landlords target timescale     | 81.7% | 85.0%  |

## TENANT SATISFACTION MEASURES

| Measure  | LCRA  | Target |
|--|-------|--------|
| Proportion of respondents who report that they are satisfied with the overall service from their landlord  | 62.4% | 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                         | 62.0% | 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 | 54.2% | 65.0%  |
| Proportion of respondents who report that they are satisfied that their home is well maintained  | 63.5% | 70.0%  |

| Measure   | LCRA  | Target |
|---|-------|--------|
| Proportion of respondents who report that they are satisfied that their home is safe  | 62.5% | 75.0%  |
| Proportion of respondents who report that they are satisfied that their landlord listens to tenant views and acts upon them                           | 47.1% | 58.0%  |
| Proportion of respondents who report that they are satisfied that their landlord keeps them informed about things that matter to them                 | 57.1% | 63.0%  |
| Proportion of respondents who report that they agree their landlord treats them fairly and with respect   | 56.9% | 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 | 21.7% | 36.0%  |
| Proportion of respondents with communal areas who report that they are satisfied that their landlord keeps communal areas clean and well maintained   | 46.4% | 70.0%  |
| Proportion of respondents who report that they are satisfied that their landlord makes a positive contribution to the neighbourhood                   | 49.3% | 61.0%  |
| Proportion of respondents who report that they are satisfied with their landlord's approach to handling anti-social behaviour                         | 37.9% | 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.**