

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 | TBC | 100.0% |
| Proportion of homes for which all required fire risk assessments have been carried out | 85.0% | 100.0% |
| Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out | 90.5% | 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 | 2.9 | 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 | 90.9% | 100.0% |
| Proportion of stage two complaints responded to within the Housing Ombudsman Complaint Handling Code timescales | 100.0% | 100.0% |

ANTI-SOCIAL BEHAVIOUR

| Measure | LCRA & LCHO combined | Target |
|--|----------------------|--------|
| Number of anti-social behaviour cases, opened per 1,000 homes | 5.0 | 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 | 69.0% | 85.0% |
| Proportion of emergency responsive repairs completed within the landlords target timescale | 83.5% | 85.0% |

TENANT SATISFACTION MEASURES

| Measure | LCRA | Target |
|--|-------|--------|
| Proportion of respondents who report that they are satisfied with the overall service from their landlord | 58.9% | 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 | 56.9% | 65.0% |
| Proportion of respondents who report that they are satisfied that their home is well maintained | 61.0% | 70.0% |

| Measure | LCRA | Target |
|---|-------|--------|
| Proportion of respondents who report that they are satisfied that their home is safe | 68.7% | 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 | 57.5% | 63.0% |
| Proportion of respondents who report that they agree their landlord treats them fairly and with respect | 65.1% | 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 | 63.4% | 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.