Our performance

SEPTEMBER 2026

BUILDING SAFETY

Measure	LCRA & LCHO combined	2026/27 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	100.0%	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	2026/27 Target
Number of stage one complaints received per 1,000 homes	3.6	n/a
Number of stage two complaints received per 1,000 homes	1.4	n/a
Proportion of stage one complaints responded to within the Housing Ombudsman Complaint Handling Code timescales	100.0%	100.0%
Proportion of stage two complaints responded to within the Housing Ombudsman Complaint Handling Code timescales	95.7%	100.0%

ANTI-SOCIAL BEHAVIOUR

Measure	LCRA & LCHO combined	2026/27 Target
Number of anti-social behaviour cases, opened per 1,000 homes	6.4	n/a
Number of anti-social behaviour cases that involve hate incidents opened per 1,000 homes	0.1	n/a

DECENT HOMES STANDARD & REPAIRS

Measure	LCRA	2026/27 Target
Proportion of homes that meet the Decent Homes Standard	99.6%	100.0%
Proportion of non-emergency responsive repairs completed within the landlords target timescale	74.3%	78.0%
Proportion of emergency responsive repairs completed within the landlords target timescale	90.1%	91.0%

TENANT SATISFACTION MEASURES

Measure	LCRA	2026/27 Target
Proportion of respondents who report that they are satisfied with the overall service from their landlord	72.0%	77.0%
Proportion of respondents who have received a repair in the last 12 months who report that they are satisfied with the overall repairs service	73.8%	75.0%
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	60.9%	78.0%
Proportion of respondents who report that they are satisfied that their home is well maintained	71.3%	75.0%

Measure	LCRA	2026/27 Target
Proportion of respondents who report that they are satisfied that their home is safe	72.1%	80.0%
Proportion of respondents who report that they are satisfied that their landlord listens to tenant views and acts upon them	50.0%	64.0%
Proportion of respondents who report that they are satisfied that their landlord keeps them informed about things that matter to them	59.8%	68.0%
Proportion of respondents who report that they agree their landlord treats them fairly and with respect	71.8%	75.0%
Proportion of respondents who report making a complaint in the last 12 months who are satisfied with their landlord's approach to complaints handling	35.7%	40.0%
Proportion of respondents with communal areas who report that they are satisfied that their landlord keeps communal areas clean and well maintained	48.7%	75.0%
Proportion of respondents who report that they are satisfied that their landlord makes a positive contribution to the neighbourhood	60.5%	71.0%
Proportion of respondents who report that they are satisfied with their landlord's approach to handling anti-social behaviour	48.4%	55.0%

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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.