

APPENDIX A

Tenant Satisfaction Measures (Management Information) Results for Quarter 2

CH01	Complaints relative to the size of the landlord: 1. Stage one complaints. 2. Stage two complaints	Rented housing	1. 3.16 per 1000 properties. 2. 0.7 per 1000 properties
CH02	Complaints responded to within HO Complaint Handling Code timescales: 1. Stage one complaints (10 days) 2. Stage two complaints (20 days)	Rented housing	1. 92.8% 2. 100%
NM01	Anti-social behaviour cases opened, relative to the size of the landlord	Rented housing	As above
RP01	Homes that do not meet the Decent Homes Standard	Rented housing	As above
RP02	Proportion of: 1. non-emergency and 2. emergency responsive repairs completed within target timescale.	Rented housing	1. As above 2. 97.18%
BS01	Gas safety checks	Rented housing	As above
BS02	Proportion of homes for which all required fire risk assessments have been carried out	Rented housing	100%
BS03	Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out	Rented housing	84%
BS04	Water - Proportion of homes for which all required legionella risk assessments have been carried out.	Rented housing	100%
BS05	Proportion of homes for which all required communal passenger lift safety checks have been carried out.	Rented housing	100%