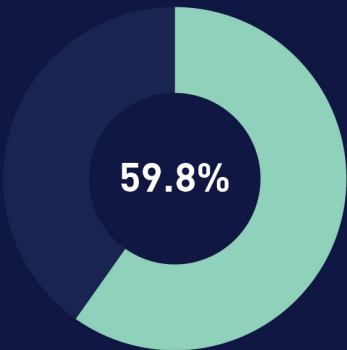
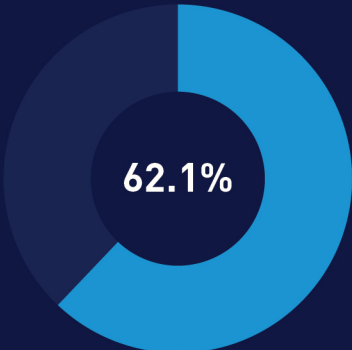


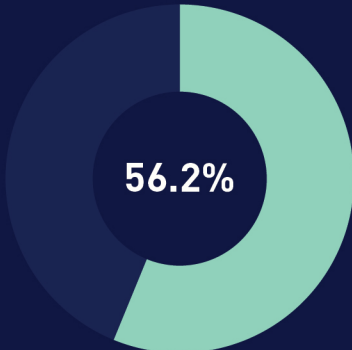
Tenant Satisfaction Survey Measures 2023 - 2024



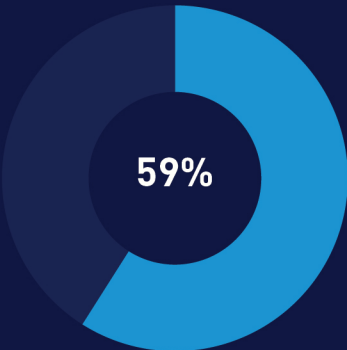
Overall satisfaction



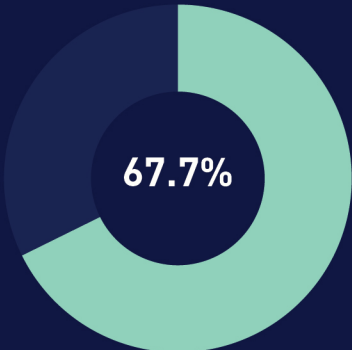
Satisfaction with repairs



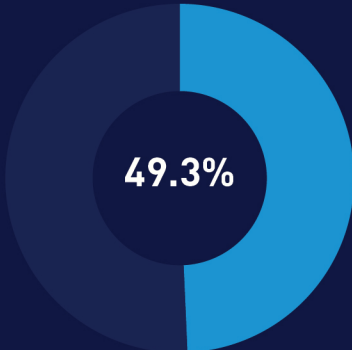
Satisfaction with time taken to complete most recent repair



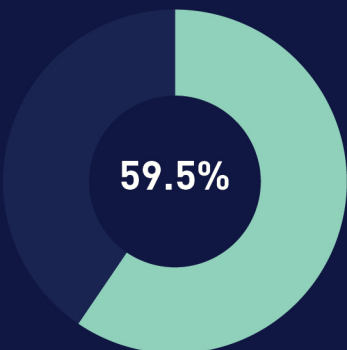
Satisfaction that the home is well maintained



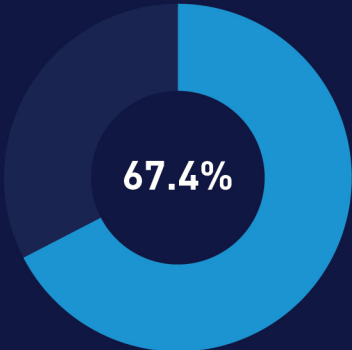
Satisfaction that the home is safe



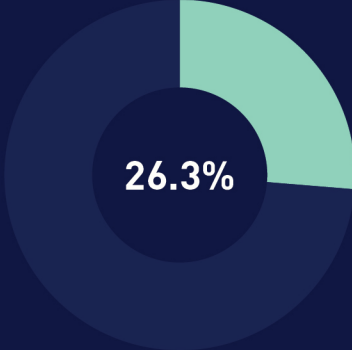
Satisfaction that the landlord listens to tenant views and acts upon them



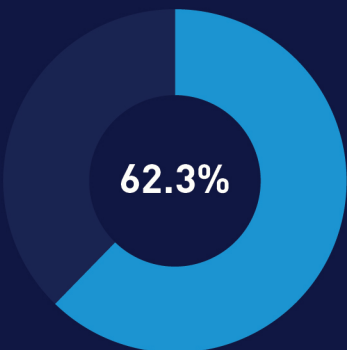
Satisfaction that the landlord keeps tenants informed about things that matter to them



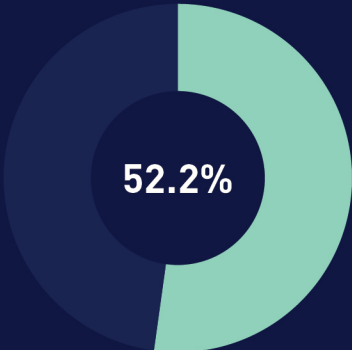
Agreement that the landlord treats tenants fairly and with respect



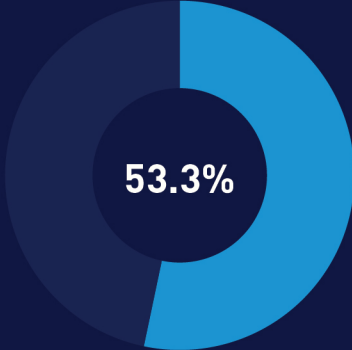
Satisfaction that the landlord's approach to handling complaints



Satisfaction that the landlord keeps communal areas clean and well maintained



Satisfaction that the landlord makes a positive contribution to neighbourhoods



Satisfaction with the landlord's approach to handling anti-social behaviour

Tenant Satisfaction Survey Measures 2023 - 2024

From Management Information

Topic	Sub-Topic	Score
Complaints relative to the size of the landlord. <i>(LCRA only)</i>	Number of stage one complaints received per 1,000 homes.	52.8
	Number of stage two complaints received per 1,000 homes.	12.6
Complaints responded to within Complaint Handling Code timescales <i>(LCRA only)</i>	Proportion of stage one complaints responded to within the Housing Ombudsman’s Complaint Handling Code timescales.	92.2%
	Proportion of stage two complaints responded to within the Housing Ombudsman’s Complaint Handling Code timescales.	77.6%
Anti-social behaviour cases relative to the size of the landlord <i>(LCRA and LCHO)</i>	Number of anti-social behaviour cases opened per 1,000 homes.	25.4
	Number of anti-social behaviour cases that involve hate incidents opened per 1,000 homes.	0.3
Homes that do not meet the Decent Homes Standard <i>(LCRA only)</i>	Proportion of homes that do not meet the Decent Homes Standard.	1.1%
Repairs completed within target timescale <i>(LCRA only)</i>	Proportion of non-emergency responsive repairs completed within the landlord’s target timescale.	51.3%
	Proportion of emergency responsive repairs completed within the landlord’s target timescale.	81.3%
Gas safety checks <i>(LCRA and LCHO)</i>	Proportion of homes for which all required gas safety checks have been carried out.	99.9%
Fire safety checks <i>(LCRA and LCHO)</i>	Proportion of homes for which all required fire risk assessments have been carried out.	98.2%
Asbestos safety checks <i>(LCRA and LCHO)</i>	Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out.	100%
Water safety checks <i>(LCRA and LCHO)</i>	Proportion of homes for which all required legionella risk assessments have been carried out.	100%
Lift safety checks <i>(LCRA and LCHO)</i>	Proportion of homes for which all required communal passenger lift safety checks have been carried out.	100%

Based on a total of 6,763 LCRA and 60 LCHO properties. Tenant perception measures were subject to a 4% margin of error and a 95% confidence level. All measures are indicative and subject to internal audit.



TSM Survey Sample

Age Groups	Sample	Population
25 and under	3.4%	3.1%
26-35	13.0%	13.3%
36-45	19.7%	17.0%
46-55	17.7%	16.9%
56-65	17.7%	18.3%
66-75	13.4%	15.2%
Over 75	14.9%	16.1%
Unknown	0.2%	0.2%

Ethnicity	Sample	Population
Asian or Asian British	0.4%	0.2%
Black, Black British, Caribbean or African	0.9%	0.8%
Mixed or multiple ethnic groups	0.0%	0.2%
Unknown/Refused	1.7%	3.4%
White	97.0%	95.3%

Tenure Type	Sample	Population
Affordable Rent	9.3%	8.0%
General Needs	82.3%	83.7%
Licensed	0.4%	0.6%
Supported	8.0%	8.0%