



## Our 2023-24 Technical TSMs Results

Technical TSMs	Emh Result	
<b>Complaints</b>		
Stage 1 complaints relative to size of business per 1000 homes	<b>101.9</b>	
Stage 2 complaints relative to size of business per 1000 homes	<b>11.5</b>	
	<b>LCRA</b>	<b>LCHO</b>
Proportion of stage 1 complaints responded to within Complaint Handling Code timescales	<b>100%</b>	<b>100%</b>
Proportion of stage 2 complaints responded to within Complaint Handling Code timescales	<b>100%</b>	<b>100%</b>
<b>Anti-Social Behaviour</b>		
Number of anti-social behaviour cases opened per 1,000 homes.	<b>54.8</b>	
Number of anti-social behaviour cases that involve hate incidents opened per 1,000 homes.	<b>0.48</b>	
<b>Decent Homes Standard and Repairs</b>		
Proportion of homes that do not meet the Decent Homes Standard.	<b>0.9</b>	
Proportion of non-emergency responsive repairs completed within the landlord's target timescale.	<b>77.6</b>	
Proportion of emergency responsive repairs completed within the landlord's target timescale.	<b>89.1</b>	
<b>Building Safety</b>		
Proportion of homes with valid gas safety records.	<b>99.7%</b>	
Proportion of homes for which all required communal passenger lift safety checks have been carried out.	<b>100%</b>	
Proportion of homes for which all required fire risk assessments have been carried out.	<b>100%</b>	
Proportion of homes for which all required legionella risk assessments have been carried out.	<b>100%</b>	
Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out.	<b>100%</b>	

LCRA = Low Cost Rental Accommodation

LCHO = Low Cost Home Ownership