

Tenant Satisfaction Measures  
Homes and Assets Performance Dashboard 2024-25

			2024/25 Results			
Indicator No	Indicator		All LCRA Tenants (Submitted June '25)	General needs	Sheltered	Leaseholders
TSMs collected from tenant perception surveys						
TP01		Proportion of respondents who report that they are satisfied with the overall service from their landlord.	53.70%	52.80%	72.90%	26.40%
TP02		Proportion of respondents who have received a repair in the last 12 months who report that they are satisfied with the overall repairs service.	62.70%	61.80%	82.20%	31.80%
TP03		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.	60.20%	59.30%	77.40%	26.80%
TP04		Proportion of respondents who report that they are satisfied that their home is well maintained.	52.40%	51.50%	72.60%	26.70%
TP05		Proportion of respondents who report that they are satisfied that their home is safe.	55.10%	54.10%	74.40%	34.30%
TP06		Proportion of respondents who report that they are satisfied that their landlord listens to tenant views and acts upon them.	40.20%	39.30%	56.30%	15.40%
TP07		Proportion of respondents who report that they are satisfied that their landlord keeps them informed about things that matter to them.	44.20%	43.10%	64.50%	26.60%
TP08		Proportion of respondents who report that they agree their landlord treats them fairly and with respect.	55.00%	54.30%	69.10%	27.60%
TP09		Proportion of respondents who report making a complaint in the last 12 months who are satisfied with their landlord’s approach to complaints handling.	26.20%	25.40%	46.40%	9.20%
TP10		Proportion of respondents with communal areas who report that they are satisfied that their landlord keeps communal areas clean and well maintained.	55.40%	53.40%	73.30%	32.80%
TP11		Proportion of respondents who report that they are satisfied that their landlord makes a positive contribution to the neighbourhood.	41.30%	40.30%	59.10%	22.60%
TP12		Proportion of respondents who report that they are satisfied with their landlord’s approach to handling anti-social behaviour.	37.70%	36.50%	57.50%	21.80%

TSMs generated from management information						
CH01	(1)	Number of stage one complaints received per 1,000 homes.	22.9			
CH01	(2)	Number of stage two complaints received per 1,000 homes.	3.4			
CH02	(1)	Proportion of stage one complaints responded to within the Housing Ombudsman’s Complaint Handling Code timescales.	76.8%			
CH02	(2)	Proportion of stage two complaints responded to within the Housing Ombudsman’s Complaint Handling Code timescales.	76.4%			
NM01	(1)	Number of anti-social behaviour cases, opened per 1,000 homes.	46.4			
	(2)	Number of anti-social behaviour cases that involve hate incidents opened per 1,000 homes	1.4			
RP01		Proportion of homes that do not meet the Decent Homes Standard.	9.2			
RP02	(1)	Proportion of non-emergency responsive repairs completed within the landlord’s target timescale.	89.8%			
	(2)	Proportion of emergency responsive repairs completed within the landlord’s target timescale.	97.7%			
BS01		Proportion of homes for which all required gas safety checks have been carried out.	99.8%			
BS02		Proportion of homes for which all required fire risk assessments have been carried out.	100.0%			
BS03		Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out.	100.0%			
BS04		Proportion of homes for which all required legionella risk assessments have been carried out.	100.0%			
BS05		Proportion of homes for which all required communal passenger lift safety checks have been carried out.	100.0%			