

			2023/24 Results			
Indicator No	Indicator		All LCRA Tenants (Submitted June '24)	General needs	Sheltered	Leaseholders
TSMs collected from tenant perception surveys						
TP01		Overall satisfaction	50.20%	49.20%	70.50%	29.80%
TP02		Satisfaction with overall repairs service over the last 12 months	61.60%	60.60%	84.60%	33.20%
TP03		Satisfaction with time taken to complete most recent repair	57.20%	56.30%	78.20%	23.80%
TP04		Satisfaction that the home is well maintained	49.90%	48.70%	72.80%	28.20%
TP05		Satisfaction that the home is safe	53.90%	53.10%	70.40%	35.10%
TP06		Satisfaction that the landlord listens to tenant views and acts upon them	36.60%	35.70%	53.00%	18.10%
TP07		Satisfaction that the landlord keeps tenants informed about things that matter to them	43.20%	42.30%	59.90%	31.90%
TP08		Agreement that the landlord treats tenants fairly and with respect	53.50%	52.40%	74.00%	29.60%
TP09		Satisfaction with the landlord’s approach to complaints handling	22.40%	21.70%	41.80%	12.80%
TP10		Satisfaction that the landlord keeps communal areas clean and well maintained	51.60%	49.40%	69.60%	34.50%
TP11		Satisfaction that the landlord makes a positive contribution to neighbourhoods	39.70%	38.90%	56.00%	26.70%
TP12		Satisfaction with the landlord’s approach to handling anti-social behaviour	38.30%	37.10%	60.30%	26.90%
TSMs generated from management information						
CH01		Stage 1 Complaints made by tenants - relative to the size of the landlord per 1000 homes	49.0			
CH02		Stage 1 proportion of Complaints responded to within Housing Ombudsman's complaint Handling Code timescales	89.1			
CH01		Stage 2 Complaints made by tenants - relative to the size of the landlord per 1000 homes	3.1			
CH02		Stage 2 proportion of Complaints responded to within Housing Ombudsman's complaint Handling Code timescales	76.4			
NM01	i	Anti-social behaviour cases relative to the size of the landlord	55.1			

RP01	ii	Anti-social behaviour cases Hate Crime relative to the size of the landlord	6.2			
RP01		Homes that do not meet the Decent Homes Standard	8.5%			
RP02	i	Repairs completed within target timescale - Non-Emergency	85.1%			
	ii	Repairs completed within target timescale - Emergency	96.3%			
BS01		Gas safety checks	99.9%			
BS02		Fire safety checks	100.0%			
BS03		Asbestos safety checks	100.0%			
BS04		Water safety checks	99.0%			
BS05		Lift safety checks	91.0%			