

## Section 2 - Published TSMs

The TSMs reported in this table should match your published performance against the tenant satisfaction measures.

You must complete the table below, filling in the correct columns based on the relevant social housing stock basis for which you have published your TSMs.

### Q1 Publication information

Q1a Have you published your performance against the TSMs? No

### Q2 If you have published your performance against the TSMs

Q2a Please confirm the date on which you published your performance against the TSMs [ ]

Q2b Did you publish your performance against the TSMs online? [ ]

If yes, please provide the permanent URL you have used to publish your TSM results. [ ]

Q2bi This could be the performance information or TSM section of your website rather than a direct link to the results. [ ]

Q2c If you have not published your performance against the TSMs online, please briefly outline your approach to publication. [ ]

Q2ci If you have not published your performance against the TSMs online, please upload a copy of your publication as a supporting document. Please confirm that you have done so here. [ ]

### Q3 If you have NOT yet published your performance against the TSMs

Q3a Please confirm the date on which you **INTEND to publish** your performance against the TSMs 28/06/2024

Q3b Do you intend to publish your performance against the TSMs online? Yes

If yes, please provide the permanent URL you intend to use to publish your TSM results (if available). [ ]

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Q3bii Please upload any documents you have to support your online publication approach, such as a final draft of your planned online publication as a supporting document. Please confirm that you have done so here. [ ]

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### Q4a Building safety

Note: All proportions should be reported to one decimal place (with 99.5% recorded as 99.5 and not 0.995)

	LCRA	LCHO	Combined
BS01	Proportion of homes for which all required gas safety checks have been carried out.		99.9
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

### Q4b Anti-social behaviour

	LCRA	LCHO	Combined
NM01 (1)	Number of anti-social behaviour cases, opened per 1,000 homes.		14.3
NM01 (2)	Number of anti-social behaviour cases that involve hate incidents opened per 1,000 homes		0.4

### Q4c DHS and repairs

Note: All proportions should be reported to one decimal place (with 99.5% recorded as 99.5 and not 0.995)

	LCRA	LCHO	Combined
RP01	Proportion of homes that do not meet the Decent Homes Standard.		0.2
RP02 (1)	Proportion of non-emergency responsive repairs completed within the landlord's target timescale.		92.3
RP02 (2)	Proportion of emergency responsive repairs completed within the landlord's target timescale.		93.2

### Q4d Complaints

Note: All proportions should be reported to one decimal place (with 99.5% recorded as 99.5 and not 0.995)

LCRA	LCHO	Combined
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CH01 (1) Number of stage one complaints received per 1,000 homes.	37.6		
CH01 (2) Number of stage two complaints received per 1,000 homes.	1.5		
CH02 (1) Proportion of stage one complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales.	100.0		
CH02 (2) Proportion of stage two complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales.	100.0		

#### Q4e Tenant perception measures

Note: All proportions should be reported to one decimal place (with 99.5% recorded as 99.5 and not 0.995)

	LCRA	LCHO	Combined
TP01 Proportion of respondents who report that they are satisfied with the overall service from their landlord.	80.3		
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.	83.7		
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.	79.9		
TP04 Proportion of respondents who report that they are satisfied that their home is well maintained.	80.4		
TP05 Proportion of respondents who report that they are satisfied that their home is safe.	82.6		
TP06 Proportion of respondents who report that they are satisfied that their landlord listens to tenant views and acts upon them.	70.1		
TP07 Proportion of respondents who report that they are satisfied that their landlord keeps them informed about things that matter to them.	81.5		
TP08 Proportion of respondents who report that they agree their landlord treats them fairly and with respect.	85.5		
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.	43.4		
TP10 Proportion of respondents with communal areas who report that they are satisfied that their landlord keeps communal areas clean and well maintained.	65.9		
TP11 Proportion of respondents who report that they are satisfied that their landlord makes a positive contribution to the neighbourhood.	77.6		
TP12 Proportion of respondents who report that they are satisfied with their landlord's approach to handling anti-social behaviour.	66.3		

For TP02 to TP04 - please ensure that proportions reported relate only to responses from tenants in LCRA stock as per the guidance.

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### Q4a Building safety

**Note: All proportions should be reported to one decimal place (with 99.5% recorded as 99.5 and not 0.995)**

	LCRA	LCHO	Combined
BS01 Proportion of homes for which all required gas safety checks have been carried out.			100.0
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

### Q4b Anti-social behaviour

	LCRA	LCHO	Combined
NM01 (1) Number of anti-social behaviour cases, opened per 1,000 homes.			0.0
NM01 (2) Number of anti-social behaviour cases that involve hate incidents opened per 1,000 homes			0.0

### Q4c DHS and repairs

**Note: All proportions should be reported to one decimal place (with 99.5% recorded as 99.5 and not 0.995)**

	LCRA	LCHO	Combined
RP01 Proportion of homes that do not meet the Decent Homes Standard.	0.0		
RP02 (1) Proportion of non-emergency responsive repairs completed within the landlord's target timescale.	88.5		
RP02 (2) Proportion of emergency responsive repairs completed within the landlord's target timescale.	90.3		

### Q4d Complaints

**Note: All proportions should be reported to one decimal place (with 99.5% recorded as 99.5 and not 0.995)**

	LCRA	LCHO	Combined
CH01 (1) Number of stage one complaints received per 1,000 homes.	18.3		

CH01 (2) Number of stage two complaints received per 1,000 homes.

0.0		
100.0		
100.0		

CH02 (1) Proportion of stage one complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales.

CH02 (2) Proportion of stage two complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales.

#### Q4e Tenant perception measures

**Note: All proportions should be reported to one decimal place (with 99.5% recorded as 99.5 and not 0.995)**

TP01 Proportion of respondents who report that they are satisfied with the overall service from their landlord.

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.

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.

TP04 Proportion of respondents who report that they are satisfied that their home is well maintained.

TP05 Proportion of respondents who report that they are satisfied that their home is safe.

TP06 Proportion of respondents who report that they are satisfied that their landlord listens to tenant views and acts upon them.

TP07 Proportion of respondents who report that they are satisfied that their landlord keeps them informed about things that matter to them.

TP08 Proportion of respondents who report that they agree their landlord treats them fairly and with respect.

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.

TP10 Proportion of respondents with communal areas who report that they are satisfied that their landlord keeps communal areas clean and well maintained.

TP11 Proportion of respondents who report that they are satisfied that their landlord makes a positive contribution to the neighbourhood.

TP12 Proportion of respondents who report that they are satisfied with their landlord's approach to handling anti-social behaviour.

LCRA	LCHO	Combined
65.1		
73.1		
63.0		
65.9		
62.5		
40.0		
73.5		
74.4		
37.5		
39.1		
63.6		
40.7		