



Landlord Measures 2025/2026



Keeping properties in good repair

Homes that do not meet the
Decent Homes Standard 11.05%



Non-emergency repairs completed
within 25 days 67.1%



Emergency repairs completed
within 24 hours 86.3%



Maintaining building safety

Gas safety checks 100%



Fire safety checks 88%



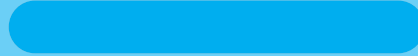
Asbestos safety checks 100%



Water safety checks 100%



Lift safety checks 100%



Effective handling of complaints

Complaints relative to the size
of the landlord (Stage 1)
23.8 per 1,000 homes



Complaints relative to the size of
the landlord (Stage 2)
4.6 per 1,000 homes



Complaints responded to within
timescales (Stage 1) 89.20%

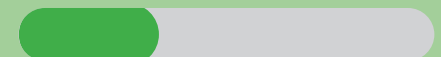


Complaints responded to within
timescales (Stage 2) 92%



Responsible neighbourhood management

Anti-social behaviour cases
relative to the size of the
landlord
33.1 per 1,000 homes



Anti-social behaviour cases
(involving Hate Crime) relative to
the size of the landlord
2.4 per 1,000 homes

