

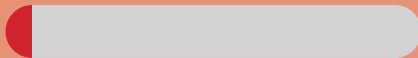


# Landlord Measures 2024/2025



## Keeping properties in good repair

Homes that do not meet the  
Decent Homes Standard 4.19%



Non-emergency repairs completed  
within target timescale 65.7%



Emergency repairs completed  
within target timescale 77.9%



## Maintaining building safety

Gas safety checks 100%



Fire safety checks 100%



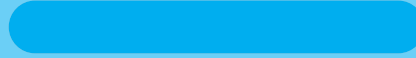
Asbestos safety checks 100%



Water safety checks 100%



Lift safety checks 100%



## Effective handling of complaints

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



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



Complaints responded to within  
timescales (Stage 1) 62%

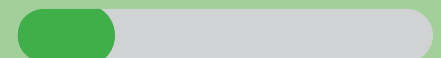


Complaints responded to within  
timescales (Stage 2) 80%



## Responsible neighbourhood management

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



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

