

MANAGEMENT INFORMATION MEASURES REPORTING YEAR: APRIL 2024 – MARCH 2025

This report sets out our performance against the Regulator of Social Housing's Management Information Measures for the financial year April 2024 to March 2025. The ten Management Information Measures are calculated using data we hold internally.

They are grouped into four key areas: Building Safety, Anti-Social Behaviour, Decent Homes & Repairs Services and Complaints.

Building Safety

Code	Measure Title	Our Result
BS01	% of homes with all required gas safety checks completed	100%
BS02	% of homes with all required fire safety checks completed	100%
BS03	% of homes with all required asbestos safety checks completed	100%
BS04	% of homes with all required legionella/water safety checks completed	100%
BS05	% of homes with all required lift safety checks completed	N/A

Anti-Social Behaviour (ASB)

Code	Measure Title	Our Result
NM01	Number of ASB cases per 1,000 homes	55.2
NM01	Number of hate incident ASB cases per 1,000 homes	2.9

Decent Homes Standard (DHS) And Repairs

Code	Measure Title	Our Result
RP01	% of homes that do not meet the Decent Homes Standard	0%
RP02	% of emergency repairs completed within target timescales	98.7%
RP02	% of non-emergency repairs completed within target timescales	85.7%

Complaints

Code	Measure Title	Our Result
CH01	Number of stage 1 complaints per 1,000 homes	29.1
CH01	Number of stage 2 complaints per 1,000 homes	2.9
CH02	% of stage 1 complaints responded to within Housing Ombudsman timescales	80%
CH02	% of stage 2 complaints responded to within Housing Ombudsman timescales	100%