

# Overall TSM result 2024/25

## Overall satisfaction



## Keeping properties in good repair



Satisfied with the overall repairs service



Satisfied with the time taken to complete the most recent repair



Satisfied that their home is well maintained



Non-emergency responsive repairs completed within the landlord's target timescale

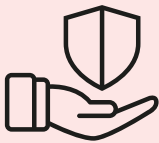


Emergency responsive repairs completed within the landlord's target timescale



0 Homes that do not meet the Decent Homes Standard

## Maintaining building safety



Satisfied that their home is safe



Homes for which all required gas safety checks have been carried out



Homes for which all required fire risk assessments have been carried out



NA Homes for which all required asbestos surveys have been carried out

Homes for which all required legionella risk assessments have been carried out



Homes for which all required communal passenger lift safety checks have been carried out



## Respectful & helpful engagement



Satisfied that LGAH listen to tenant views and acts upon them



Satisfied that LGAH keeps them informed about things that matter to them



Satisfied that LGAH treats them fairly and with respect



## Effective handling of complaints



Satisfied with LGAH's approach to complaint handling



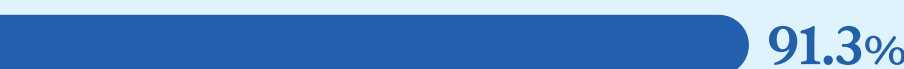
36.2 Number of **stage one** complaints received (per 1,000 homes) LCRA-LCHO

13.2 Number of **stage two** complaints received (per 1,000 homes) LCRA-LCHO

% of **stage one** complaints responded to within the HOS Complaint Handling Code timescales LCRA-LCHO



% of **stage two** complaints responded to within the HOS Complaint Handling Code timescales LCRA-LCHO



## Responsible neighbourhood management



Satisfied that LGAH keeps communal areas clean and well maintained



Satisfied that LGAH makes a positive contribution to the neighbourhood



Satisfied with LGAH's approach to handling anti-social behaviour



74.7 Number of anti-social behaviour cases opened (per 1,000 homes)

0.6 Number of anti-social behaviour cases that involve hate incidents opened (per 1,000 homes)