Overall TSM result 2024/25

Overall satisfaction

79.6% Rented 62.8% Shared Ownership



Keeping properties in good repair

Satisfied with the overall repairs service

75.7%

Satisfied with the time taken to complete the most recent repair

68.2%

Satisfied that their home is well maintained

82%

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

86.1%

Emergency responsive repairs completed within the landlord's target timescale

97%

100%

100%

Homes that do not meet the Decent Homes Standard

Maintaining building safety

Satisfied that their home is safe

85% Rented 84.2% Shared Ownership

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

99.6%

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

100%



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

65.1% Rented

47.9% **Shared Ownership**

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

78.8% Rented

62.7% **Shared Ownership**

Satisfied that LGAH treats them fairly and with respect

Rented 86.9%

73.7% **Shared Ownership**

Effective handling of complaints

Satisfied with LGAH's approach to complaint handling

32.9% Rented Shared Ownership 33.1%

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

Rented

Shared Ownership

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

Shared Ownership Rented

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

80.8% Rented 86.6% Shared Ownership

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

83.3% Rented 88.9% **Shared Ownership**

Responsible neighbourhood management

Satisfied that LGAH keeps communal areas clean and well maintained

68.2% Rented

52.2% Shared Ownership

Satisfied that LGAH makes a positive contribution to the neighbourhood

51.4%

74.5% Rented

Shared Ownership

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

58.1% Rented Shared Ownership 42.9%

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





