

# Landlord Measures 2024



## Keeping properties in good repair

Homes that do not meet the Decent Homes Standard 11.30%



Non-emergency repairs completed within target timescale 67.9%



Emergency repairs completed within target timescale 84.8%



## Maintaining building safety

Gas safety checks 100%



Fire safety checks 96.66%



Asbestos safety checks 68.79%



Water safety checks 100%



Lift safety checks 77.5%



## Effective handling of complaints

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

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

Complaints responded to within timescales (Stage 1) 58.20%

Complaints relative to the size of the landlord (Stage 2) 57.14%



## Responsible neighbourhood management

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

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