#### **Landlord Measures 2024**





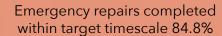


#### Keeping properties in good repair

Homes that do not meet the Decent Homes Standard 11.30%



Non-emergency repairs completed within target timescale 67.9%





## 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 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