ID	Indicator Name	2024-25 Actual	Direction of Travel	2025-26 Actual
Overall satisfaction				
TP01	Overall satisfaction with the service provided by the landlord	60.5%	▲	65.6%
Keeping properties in good repair				
TP02	Satisfaction with repairs (last 12 months)	58.4%	▲	69.1%
TP03	Satisfaction with the time taken to complete most recent repair	48.9%	▲	61.8%
TP04	Satisfaction that the home is well maintained	61.8%	▲	67.6%
RP01	Homes that do not meet the decent homes standard	2.8%	▲	0.9%
RP02	Repairs completed within target timescale (Emergency responsive repairs)	75.7%	▲	96%
RP02	Repairs completed within target timescale (Non-Emergency responsive repairs)	49.4%	▲	82.4%
Maintaining building safety				
TP05	Satisfaction that their home is safe	69.1%	▲	74.2%
Safety checks				
BS01	Proportion of homes for which all required gas safety checks have been carried out	100%	▼	99.7%
BS02	Proportion of homes for which all required fire risk assessments have been carried out.	100%	▼	99.7%
BS03	Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out.	96.1%	▲	97.2%
BS04	Proportion of homes for which all required legionella risk assessments have been carried out.	100%	◀▶	100%
BS05	Proportion of homes for which all required communal passenger lift safety checks have been carried out.	100%	◀▶	100%
Respectful and helpful engagement				
TP06	Satisfaction that the landlord listens to tenants views and acts upon them	47.5%	▲	56.4%
TP07	Satisfaction that the landlord keep tenants informed about things that matter to them	72.5%	▲	75.4%
TP08	Agreement that the landlord treats tenants fairly and with respect	72.3%	▲	73.3%
Effective handling of complaints				
TP09	Satisfaction with the landlords approach to handling complaints	30.8%	▲	43.3%
CH01	Complaints relative to the size of the landlord (Stage one) per 1000 homes	145.2	▼	172.7
CH01	Complaints relative to the size of the landlord (Stage two) per 1000 homes	21.2	▼	28.2
CH02	Complaints responded to within complaint handling code timescale (Stage one)	89.8%	▲	99.3%
CH02	Complaints responded to within complaint handling code timescale (Stage two)	77.3%	▲	98.9%
Responsible neighbourhood management				
TP10	Satisfaction that the landlord keeps communal areas clean and well maintained	46.7%	▲	55.7%
TP11	Satisfaction with the landlords' contribution to the neighbourhood	58.2%	▲	61.4%
TP12	Satisfaction with the landlords handling of ASB	55.4%	▲	55.6%
NM01(1)	Anti-social behaviour cases relative to the size of the landlord (per 1,000 homes)	47.2	▲	38.9
NM01(2)	Anti social behaviour cases relative to the size of the landlord (Hate crime related only)	3.6	◀▶	3.6