

Tenant Satisfaction Measures - Technical requirements

		Point 1	Point 2
CH01	Complaints relative to the size of the landlord	61.5	2.28
CH02	Complaints responded to within the Complaint Handling code timescales	100%	100%
NM01	Anti-social behvious cases relative to the size of the landlord	25.06	0.00
RP01	Homes that do not meet Decent Homes Standard	0%	-
RP02	Repairs completed within timescale	91.88%	93.66%
BS01	Gas safety checks	100%	-
BS02	Fire safety checks	100%	-
BS03	Asbestos safety checks	100%	-
BS04	Water safety checks	100%	-
BS05	Lift safety checks	N/A	N/A