

## **Complaints responded to within Complaint Handling Code timescales**

- LCRA = Low Cost Rental Accommodation. This includes, for example, general needs, supported housing, intermediate rent, affordable rent and temporary social housing.
- LCHO = Low Cost Home Ownership. This includes, for example, shared ownership properties (which have not been fully staircased).

## **Occupancy**

- This figure refers to our social and affordable housing homes (general needs) which are currently occupied.

## **Electrical testing (5-year policy)**

- This figure is for homes which are within 5 years since their last inspection (as per our Electrical Safety Policy). For the 10-year electrical testing statutory requirement, we are at 100%.

## **HHSRS Category 1 Failures**

- HHSRS = Housing Health and Safety Rating System.
- If a hazard is a serious and immediate risk to a person's health and safety, this is classified as Category 1.

## **Reports of HHSRS Category 1 damp and mould not yet resolved at end of Period**

- HHSRS = Housing Health and Safety Rating System.
- This figure only relates to Category 1, which are the most serious cases.

## **Re-let times - general needs**

- This figure refers to social and affordable housing homes.

# Key Results - further information

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## **Number of Total Property Management Management surveys older than 6 years**

- We carry out a Total Property Maintenance survey (TPM) on all of our properties every 6 years. The TPM survey allows us to spot property issues before they become a problem and deal with minor repairs quickly.

## **Average SAP rating**

- SAP = Standard Assessment Procedure
- This is a way of comparing energy performance of different homes, between 1-100+.

## **Existing homes: Increase 'C' rated**

- 'C' is the standard Energy Performance Certificate (EPC) rating.

## **Colleague engagement**

- This is measured by staff participation in the Best Companies b-Heard survey.