















WILLOW TREE

HOUSING PARTNERSHIP

Tenant Satisfaction Measures – Technical Questions

	Proportion of homes for which all required fire risk assessments have been carried out	100%
	Proportion of homes for which all required lift safety checks have been carried out	100%
	Proportion of homes which all required asbestos management surveys or re-inspections have been carried out	91%
	Proportion of homes for which all gas safety checks have been carried out	99.9%
	Proportion of homes for which all required legionella risk assessments have been carried out	100%
	Number of anti-social behaviour cases opened per 1,000 homes <i><u>Total of 31 ASB cases reported</u></i>	22
	Proportion of non-emergency responsive repairs completed within landlord's target timescale <i><u>Timeline for non-emergency repairs is to be completed in 28 days</u></i>	85.4%
	Proportion of emergency responsive repairs completed within the landlord's target timescale <i><u>Timeline for emergency repairs to be attended is 24 hours</u></i>	76.9%

	<p>Number of stage one complaints received per 1000 homes</p> <p><u>There were 64 stage 1 complaints</u></p>	<p>45.9</p>
	<p>Number of stage two complaints received per 1000 homes</p> <p><u>There were 23 stage 2 complaints</u></p>	<p>16.4</p>
	<p>Proportion of stage one complaints responded to within the Housing Ombudsman's Handling Code timescales</p> <p><u>This is 10 working days</u></p>	<p>100%</p>
	<p>Proportion of stage two complaints responded to within the Housing Ombudsman's Handling Code timescales</p> <p><u>This is 20 working days</u></p>	<p>100%</p>