

Year End 2023-24	SHG	BCH	Barnet Homes	Salix	Weaver Vale	Housemark Median	Description
	-	ALMO	ALMO	NW HA - Recent G1	NW HA - Recent G1	-	
<b>Perception Measures</b>							
TP01	91.3%	81.0%	59.2%	75.2%	84.0%	69.4%	TP01 - Proportion of respondents who report that they are satisfied with the overall service from their landlord
TP02	84.7%	81.7%	59.6%	72.7%	85.0%	70.4%	TP02 - Proportion of respondents who have received a repair in the last 12 months who report that they are satisfied with the overall repairs service
TP03	84.5%	78.3%	54.9%	64.8%	75.0%	66.4%	TP03 - Proportion of respondents who have received a repair in the last 12 months who report that they are satisfied with the time taken to complete their most recent
TP04	88.9%	77.9%	57.3%	76.8%	83.0%	69.4%	TP04 - Proportion of respondents who report that they are satisfied that their home is well maintained
TP05	89.7%	79.9%	66.4%	80.3%	89.0%	76.1%	TP05 - Proportion of respondents who report that they are satisfied that their home is safe
TP06	89.7%	67.9%	51.3%	76.7%	76.0%	58.9%	TP06 - Proportion of respondents who report that they are satisfied that their landlord listens to tenants views and acts upon them
TP07	92.6%	73.1%	72.5%	84.8%	85.0%	69.5%	TP07 - Proportion of respondents who report that they are satisfied that their landlord keeps them informed about things that matter to them
TP08	93.6%	81.0%	69.1%	87.5%	88.0%	76.3%	TP08 - Proportion of respondents who report that they agree their landlord treats them fairly and with respect
TP09	61.5%	54.9%	29.8%	46.7%	45.0%	33.8%	TP09 - Proportion of respondents who report making a complaint in the last 12 months who are satisfied with their landlords approach to complaints handling
TP10	86.0%	68.5%	58.4%	81.2%	78.0%	65.5%	TP10 - Proportion of residents with communal area who report that they are satisfied that their landlord keeps communal areas clean and well maintained
TP11	91.2%	66.8%	63.6%	77.2%	76.0%	62.5%	TP11 - Proportion of respondents who report that they are satisfied that their landlord makes a positive contribution to the neighbourhood
TP12	85.1%	60.3%	59.7%	74.4%	70.0%	57.0%	TP12 - Proportion of respondents who report that they are satisfied with their landlord's approach to handling anti-social behaviour
<b>Management Information</b>							
CH01 (1)	23.0	44.1	79.0	40.1	21.7	39.7	CH01 (1) - Complaints relative to the size of the landlord Stage 1
CH01 (2)	5.0	9.4	15.0	6.9	1.9	5.3	CH01 (2) - Complaints relative to the size of the landlord Stage 2
CH02 (1)	98.8%	97.0%	85.7%	87.5%	97.0%	83.3%	CH02 (1) - Complaints responded to within Complaint Handling Code timescales Stage 1
CH02 (2)	100.0%	93.4%	75.7%	96.4%	91.7%	83.3%	CH02 (2) - Complaints responded to within Complaint Handling Code timescales Stage 2
NM01 (1)	113.9	161.9	4.1	132.3	64.0	38.56	NM01 (1) - Anti-social behaviour cases relative to the size of the landlord
NM01 (2)	2.3	1.46	0.2	3.1	0.5	0.67	NM01 (2) - Anti-social behaviour cases relative to the size of the landlord - Hate Incidents
RP01	0.0%	0.0%	2.4%	0.2%	0.0%	0.3%	RP01 - Homes that do not meet the Decent Homes Standard
RP02 (1)	82.6%	89.1%	60.8%	60.6%	71.5%	81.5%	RP02 (1) - Repairs completed within target timescale - Non-Emergency
RP02 (2)	99.9%	98.3%	82.0%	100.0%	100.0%	94.8%	RP02 (2) - Repairs completed within target timescale - Emergency
BS01	100.0%	99.9%	100.0%	100.0%	100.0%	100.0%	BS01 - Gas safety checks
BS02	100.0%	99.6%	100.0%	100.0%	100.0%	100.0%	BS02 - Fire safety checks
BS03	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	BS03 - Asbestos safety checks
BS04	100.0%	100.0%	99.9%	100.0%	100.0%	100.0%	BS04 - Water safety checks
BS05	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	BS05 - Lift safety checks