

## Pine Court Tenant Satisfaction Measures 25/26

### Keeping properties in a good state of repair

|          |  | Q3 2024-25 | Q4 2024-25 | Q1 2025-26 | Q2 2025-26 | Target 2025-26 |
|----------|--|------------|------------|------------|------------|----------------|
| RP01     | Proportion of homes that do not meet the Decent Homes Standard.                              | 0.00%      | 0.00%      | 0.00%      | 0.00%      | 0.00%          |
| RP02 (1) | Proportion of non-emergency responsive repairs completed                                     | 94.75%     | 92.28%     | 96.69%     | 98.21%     | 90%            |
| RP02 (2) | Proportion of emergency responsive repairs completed within the landlord's target timescale. | 100.0%     | 100.0%     | 100.00%    | 100.00%    | 99%            |

### Maintaining building safety.

|      |   | Q3 2024-25 | Q4 2024-25 | Q1 2025-26 | Q2 2025-26 | Target 2025-26 |
|------|---|------------|------------|------------|------------|----------------|
| BS01 | Proportion of homes for which all required gas safety checks have been carried out.                             | 100.00%    | 100.00%    | 100.00%    | 100.00%    | 100.00%        |
| BS02 | Proportion of homes for which all required fire risk assessments have been carried out.                         | 100.00%    | 100.00%    | 100.00%    | 100.00%    | 100.00%        |
| BS03 | Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out. | 100.00%    | 100.00%    | 100.00%    | 100.00%    | 100.00%        |
| BS04 | Proportion of homes for which all required legionella risk assessments have been carried out.                   | 100.00%    | 100.00%    | 100.00%    | 100.00%    | 100.00%        |
| BS05 | Proportion of homes for which all required communal passenger lift safety checks have been carried out.         | 100.00%    | 100.00%    | 100.00%    | 100.00%    | 100.00%        |

### Effective handling of complaints.

|          |  | Q3 2024-25            | Q4 2024-25            | Q1 2025-26 | Q2 2025-26            | Target 2025-26   |
|----------|--|-----------------------|-----------------------|------------|-----------------------|------------------|
| CH01 (1) | Number of stage one complaints received per 1,000 homes.   | 3.6                   | 5.4                   | 1.8        | 1.8                   | 3.75 per quarter |
| CH01 (2) | Number of stage two complaints received per 1,000 homes.   | 0.0                   | 0.0                   | 3.6        | 0.0                   | 0.99 per quarter |
| CH02 (1) | Proportion of stage one complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales. | 100.00%               | 100.00%               | 100.00%    | 100.00%               | 100.00%          |
| CH02 (2) | Proportion of stage two complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales. | No stage 2 complaints | No stage 2 complaints | 100.00%    | No stage 2 complaints | 100.00%          |

### Responsible neighbourhood management

|          |  | Q3 2024-25 | Q4 2024-25 | Q1 2025-26 | Q2 2025-26 | Target 2025-26   |
|----------|--|------------|------------|------------|------------|------------------|
| NM01 (1) | Number of anti-social behaviour cases, opened per 1,000 homes.                           | 5.52       | 0.00       | 1.84       | 9.20       | 5.76 per quarter |
| NM01 (2) | Number of anti-social behaviour cases that involve hate incidents opened per 1,000 homes | 0.00       | 0.00       | 0.00       | 0.00       | Data Only        |