

Pine Court Tenant Satisfaction Measures 25/26

Keeping properties in a good state of repair

		Q4 2024-25	Q1 2025-26	Q2 2025-26	Q3 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	92.28%	96.69%	98.21%	98.33%	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.

		Q4 2024-25	Q1 2025-26	Q2 2025-26	Q3 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.

		Q4 2024-25	Q1 2025-26	Q2 2025-26	Q3 2025-26	Target 2025-26
CH01 (1)	Number of stage one complaints received per 1,000 homes.	5.4	1.8	1.8	7.3	3.75 per quarter
CH01 (2)	Number of stage two complaints received per 1,000 homes.	0.0	3.6	0.0	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	100.00%	No stage 2 complaints	No stage 2 complaints	100.00%

Responsible neighbourhood management

		Q4 2024-25	Q1 2025-26	Q2 2025-26	Q3 2025-26	Target 2025-26
NM01 (1)	Number of anti-social behaviour cases, opened per 1,000 homes.	0.00	1.84	9.20	5.50	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