Pine Court Tenant Satisfaction Measures 2026-27

Keeping properties in a good state of repair

		Q3 2025-26	Q4 2025-26	Q1 2026-27	Q2 2026-27	Target 2026-27
RP01	Proportion of homes that do not meet the Decent Homes Standard.	0.00%	0.00%	0.00%	0.00%	0%
RP02 (1)	Proportion of non-emergency responsive repairs completed within the landlord's target timescale.	98.33%	98.79%	95.36%	93.69%	90%
RP02 (2)	Proportion of emergency responsive repairs completed within the landlord's target timescale.	100.00%	100.00%	100.00%	100.00%	99%

Maintaining building safety.

		Q3 2025-26	Q4 2025-26	Q1 2026-27	Q2 2026-27	Target 2026-27
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%
BS06	Proportion of homes for which all required domestic EICRs have been carried out.	100.00%	100.00%	100.00%	99.82%	100.00%

Effective handling of complaints.

		Q3 2025-26	Q4 2025-26	Q1 2026-27	Q2 2026-27	Target 2026-27
CH01 (1)	Number of stage one complaints received per 1,000 homes.	7.3	3.7	9.2	3.67	3.75
CH01 (2)	Number of stage two complaints received per 1,000 homes.	0.0	1.8	5.5	1.8	0.99
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%	100.00%	100.00%	100.00%

Responsible neighbourhood management

		Q3 2025-26	Q4 2025-26	Q1 2026-27	Q2 2026-27	Target 2026-27
NM01 (1)	Number of anti-social behaviour cases, opened per 1,000 homes.	5.50	9.17	5.50	3.67	5.49
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