

## Newlon Housing Trust First Look TSM Performance

### Anti-Social Behaviour (ASB)

Ref	Measure	Combined 2024	Combined 2025
NM01 (1)	Number of anti-social behaviour cases, opened per 1,000 homes.	97.1	27.7
NM01 (2)	Number of anti-social behaviour cases that involve hate incidents opened per 1,000 homes.	1.1	0.9

We recorded a lower number of cases as ASB in 2024/25. However, this was primarily driven by a change to the way we classify cases. After comparing our 23/24 result with peers, we realised that our approach was out of step with others across the sector. Our reported cases last year included many low-level nuisance cases such as littering or children playing in hallways. Whilst we still capture these cases and respond to them, they are no longer classified as ASB unless they develop into a pattern or escalate in seriousness.

We continue to hold meetings to review ASB ‘hot spots’ and work with local partners to tackle persistent and serious cases. Resident satisfaction with both ASB and neighbourhood management compare well to local peers, see TSM Satisfaction section of this report.

### Complaints

Ref	Measure	LCRA 24	LCRA 25	LCHO 24	LCHO 25
CH01	Number of stage one complaints made by tenants per 1,000 homes.	100.2	114.8	83.9	59.0
	Number of stage two complaints made by tenants per 1,000 homes.	20.8	32.9	20.3	26.5
CH02	Proportion of stage one complaints responded to within the Housing Ombudsman’s Complaint Handling Code timescales.	90.4%	95.3%	92.2%	91.0%
	Proportion of stage two complaints responded to within the Housing Ombudsman’s Complaint Handling Code timescales.	92.8	92.5%	100%	82.9%

The number of complaints received this year was higher than last and we allocated additional resources during the year to ensure responses continued to go out on time. By far the most common reason for complaints was the repairs and maintenance service. We recognise there have been some service quality issues with repairs in the last year and we are set to launch a new service in July. Residents were closely involved in specifying the service and selecting the providers to take it forward. We think that improvements to processes and resident communication will make a big difference to performance in the coming year.

## Decent Homes and Repairs

Ref	Measure	LCRA 2024	LCRA 2025
RP01	Proportion of homes that do not meet the Decent Homes Standard.	0.0%	0.0%
RP02 (1)	Proportion of non-emergency responsive repairs completed within the landlord's target timescale (Target Timescale = 20 working days)	80.1%	71.8%
RP02 (2)	Proportion of emergency responsive repairs completed within the landlord's target timescale (Target timescale = 24 hours)	87.3	90.7%

In March 2025, all our homes met the Decent Homes Standard. However, as detailed above, our performance in relation to responsive repairs was not good enough. Having recognised issues with quality, particularly in relation to more complex repairs, we drafted in additional contractors to help and this impacted the number of non-emergency repairs that were completed in time. Improved system integration will allow us to monitor repairs better throughout the customer journey and we expect performance to improve steadily as we progress through the year and the new contractors take on more work.

## Building Safety

Ref	Measure	Combined 2024	Combined 2025
BS01	Proportion of homes for which all required gas safety checks have been carried out.	99.2%	99.4%
BS02	Proportion of homes for which all required fire risk assessments have been carried out.	99.8%	100.0%
BS03	Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out.	100.0%	96.9%
BS04	Proportion of homes for which all required legionella risk assessments have been carried out.	96.3%	98.7%
BS05	Proportion of homes for which all required communal passenger lift safety checks have been carried out.	96.7%	99.4%

In relation to gas servicing and asbestos, there were a small number of checks overdue at the year end, we have been working to rectify this and, at the time of writing only 4 gas safety checks remained outstanding, and our Investigations team were working with residents to ensure that checks were completed as soon as possible. In the case of legionella and lift testing, Newlon was up to date with checks at the end of the year. However, many of our homes are in buildings where a third party is responsible for elements of health and safety and there were a small number of cases where we had not received evidence that these had been carried out. In these instances, we are referring the responsible company to the relevant regulator. We have also put in place a programme of inspection to ensure that we are satisfied with how safety is being managed overall at these sites.

## Satisfaction TSMs

Ref	Measure	LCRA 2024	LCRA 2025	LCHO 2024	LCHO 2025
TP01	Proportion of respondents who report that they are satisfied with the overall service from their landlord.	60.2%	61.2%	30.4%	35.1%
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.	63.0%	65.2%	-	-
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 repair.	60.3%	60.3%	-	-
TP04	Proportion of respondents who report that they are satisfied that their home is well maintained.	60.6%	63.4%	-	-
TP05	Proportion of respondents who report that they are satisfied that their home is safe.	68.7%	69.6%	42.4%	48.7%
TP06	Proportion of respondents who report that they are satisfied that their landlord listens to tenant views and acts upon them.	52.4%	54.5%	21.1%	26.1%
TP07	Proportion of respondents who report that they are satisfied that their landlord keeps them informed about things that matter to them.	69.9%	71.9%	42.1%	51.6%
TP08	Proportion of respondents who report that they agree their landlord treats them fairly and with respect.	70.9%	76.6%	50.4%	49.3%
TP09	Proportion of respondents who report making a complaint in the last 12 months who are satisfied with their landlord's approach to complaints handling.	34.0%	38.2%	15.0%	12.2%
TP10	Proportion of respondents with communal areas who report that they are satisfied that their landlord keeps communal areas clean and well maintained.	66.2%	72.6%	48.8%	54.5%
TP11	Proportion of respondents who report that they are satisfied that their landlord makes a positive contribution to the neighbourhood.	67.1%	63.1%	34.5%	38.1%
TP12	Proportion of respondents who report that they are satisfied with their landlord's approach to handling anti-social behaviour.	56.8%	63.3%	25.1%	29.3%

We are pleased that resident satisfaction has improved against almost all these measures. It can be hard to win customer confidence again if you have let that person down in the past, but we think this set of results is evidence that we are beginning to get people back on side. We are optimistic that we can build on our positive LCRA results when we launch the new repairs contracts later this year, not only are we confident that the service will improve, but we also expect to be able to focus less resource dealing with failed repairs and more on supporting individuals and improving the other services we provide at Newlon. Although satisfaction amongst shared owners has improved against last year, we know that there is much more to do, especially focusing on the cost of services, the effectiveness of communal repairs arrangements and getting a better deal for residents on insurance