Newlon Housing Trust First Look TSM Performance

Anti-Social Behaviour (ASB) * *subject to confirmation of final unit numbers in SDR return*

Ref	Measure	Combined 2024	Combined 2025	Combined 2026
NM01 (1)	Number of anti-social behaviour cases, opened per 1,000 homes.	97.1	28.1	7.3 ●
NM01 (2)	Number of anti-social behaviour cases that involve hate incidents opened per 1,000 homes.	1.1	1.0	0.3 ●

The number of ASB cases recorded has reduced significantly compared with previous years. However, this should be read with care. A large part of the reduction is due to changes in how cases are defined and recorded, rather than a simple conclusion that residents are experiencing less ASB. Hate-related ASB cases also remain relatively low in the data, but we know that the impact on residents can be serious even where the number of recorded cases is small.

We are using the TSM results alongside other local information, including estate inspections, common tenancy management issues and trends around repairs to understand where residents may still be experiencing problems in their neighbourhoods. We have co-created a Neighbourhood Strategy and will continue to work with residents and to shape local borough plans, so that action reflects the priorities and concerns residents identify in their own areas.

Complaints

Ref	Measure	LCRA 24	LCRA 25	LCRA 26	LCHO 24	LCHO 25	LCHO 26
CH01	Number of stage one complaints made by tenants per 1,000 homes.	100.2	115.6	212.3 ●	83.9	61.7	77.0 ●
	Number of stage two complaints made by tenants per 1,000 homes.	20.8	33.1	64.0 ●	20.3	27.7	34.3 ●
CH02	Proportion of stage one complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales.	90.4%	95.3%	95.5% ●	92.2%	91.0%	91.1% ●
	Proportion of stage two complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales.	92.8%	92.5%	93.8% ●	100%	82.9%	93.3% ●

There was a steep rise in complaints this year, partly due to some early issues we had bringing on new contractors. We know that the number of complaints is high compared to other landlords but feel this does partly reflect a very open attitude to complaints and indicate that residents are willing or able to raise concerns. There is much more work to be done to ensure complaints are resolved swiftly and we are confident that improvements to the repairs service in particular will reflect in a reduction in complaints next year.

Decent Homes and Repairs

Ref	Measure	LCRA 2024	LCRA 2025	LCRA 2026
RP01	Proportion of homes that do not meet the Decent Homes Standard.	0.0	0.0	0.1 🔴
RP02 (1)	Proportion of non-emergency responsive repairs completed within the landlord's target timescale (target 20 working days).	80.1	73.4	77.4 🟢
RP02 (2)	Proportion of emergency responsive repairs completed within the landlord's target timescale (target 24 hours).	87.3	91.2	88.6 🔴

Almost all homes continue to meet the Decent Homes Standard, with only a very small number (9) not meeting the standard in March 2026. We also improved our overall understanding of property condition during the year with 94% of all tenanted homes having a survey within the last five years. This means that we know how much investment our homes need and we have budgeted for the necessary improvements over the coming years.

Repairs performance remains a priority area of focus for our staff and our Board. We know this is what matters most to residents and we recognise that we need to improve reliability and consistency. We have a repairs improvement plan in place because residents have told us clearly that the service has not always been good enough. The plan focuses on tighter management, clearer accountability, better data, stronger contractor performance, improved diagnosis, better communication and enhanced quality monitoring.

We have already made progress, with a reduction in repairs backlog and improvements in resident satisfaction since we started making changes in November. We will continue to work on this during the year and are confident that we can build on these positive trends.

Building Safety

Ref	Measure	Combined 2024	Combined 2025	Combined 2026
BS01	Proportion of homes for which all required gas safety checks have been carried out.	99.2	99.4	99.8 ●
BS02	Proportion of homes for which all required fire risk assessments have been carried out.	99.8	100.0	100.0 ●
BS03	Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out.	100.0	96.9	100.0 ●
BS04	Proportion of homes for which all required legionella risk assessments have been carried out.	96.3	98.7	99.2 ●
BS05	Proportion of homes for which all required communal passenger lift safety checks have been carried out.	96.7	99.4	100.0 ●

Building safety results have improved across all the measures reported. Gas safety, fire risk assessments, asbestos management, legionella risk assessments and lift safety checks are all reported at high levels, with several measures at or very close to 100% in 2026. This includes properties where a third party is responsible for checks. We have focused closely on this during the year and have made sure that we hold other freeholders and managing agents accountable for ensuring the safety of residents.

Satisfaction TSMs

Ref	Measure	LCRA 2024	LCRA 2025	LCRA 2026	LCHO 2024	LCHO 2025	LCHO 2026
TP01	Proportion of respondents who report that they are satisfied with the overall service from their landlord.	60%	61%	65% ●	31%	35%	39% ●
TP02	Proportion of respondents who have received a repair in the last12 months who report that they are satisfied with the overall repairs service.	63%	65%	67% ●	-	-	-
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%	60%	62% ●	-	-	-
TP04	Proportion of respondents who report that they are satisfied that their home is well maintained.	61%	63%	68% ●	-	-	-
TP05	Proportion of respondents who report that they are satisfied that their home is safe.	69%	70%	77% ●	43%	49%	63% ●
TP06	Proportion of respondents who report that they are satisfied that their landlord listens to tenant views and acts upon them.	52%	55%	61% ●	21%	26%	31% ●
TP07	Proportion of respondents who report that they are satisfied that their landlord keeps them informed about things that matter to them.	70%	72%	74% ●	42%	51%	58% ●
TP08	Proportion of respondents who report that they agree their landlord treats them fairly and with respect.	71%	71%	75% ●	50%	49%	56% ●
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%	38%	38% ●	15%	12%	17% ●

Ref	Measure	LCRA 2024	LCRA 2025	LCRA 2026	LCHO 2024	LCHO 2025	LCHO 2026
TP10	Proportion of respondents with communal areas who report that they are satisfied that their landlord keeps communal areas clean and well maintained.	66%	73%	76% ●	49%	54%	57% ●
TP11	Proportion of respondents who report that they are satisfied that their landlord makes a positive contribution to the neighbourhood.	67%	63%	68% ●	34%	38%	38% ●
TP12	Proportion of respondents who report that they are satisfied with their landlord's approach to handling anti-social behaviour.	57%	63%	65% ●	25%	29%	37% ●

We are pleased that resident satisfaction has improved across almost all measures, a clear sign that changes that we have made are having an impact and that residents are starting to see the difference. There were particularly notable improvements in the proportion of residents who feel safe in their homes, who feel communal areas are well-maintained and, crucially, who feel that we listen to their views and act on them.

We also need to be open about areas where residents remain less satisfied. Satisfaction with complaints handling remains significantly lower than the other measures reported here. As an organisation we are very open to receiving and learning from complaints, but it is clear that we need to do more to resolve complaints quicker and at the first stage, fixing issues before residents feel they need to escalate their complaint to stage 2 of our process.

Repairs satisfaction has improved slightly on the TSM measures, but progress is modest. The repairs improvement plan therefore remains a key part of our work this year, with a focus on clearer accountability, better contractor management, improved quality checks, better diagnosis and keeping residents informed.