

Access Homes TSM Performance

Anti-Social Behaviour (ASB)

Ref	Measure	Access 2025	Newlon 2025
NM01 (1)	Number of anti-social behaviour cases, opened per 1,000 homes.	0	28.1
NM01 (2)	Number of anti-social behaviour cases that involve hate incidents opened per 1,000 homes.	0	1.0

Access Homes residents made no reports of ASB or hate incidents during the year.

Complaints

Ref	Measure	Access LCRA	Newlon LCRA	Access LCHO	Newlon LCHO
CH01	Number of stage one complaints made by tenants per 1,000 homes.	75.3	148.4	116.3	90.1
	Number of stage two complaints made by tenants per 1,000 homes.	43.0	36.8	31.0	30.8
CH02	Proportion of stage one complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales.	71.4%	94.6%	100%	88.6%
	Proportion of stage two complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales.	50%	92.4%	100%	84.6%

Access Homes tenants made 22 complaints in total last year, of those, 20 were responded to in target. There were also eight escalations to the second stage of the complaints process during the year.

Decent Homes and Repairs

Ref	Measure	Access LCRA 2025	Newlon LCRA 2025
RP01	Proportion of homes that do not meet the Decent Homes Standard.	0%	0.0
RP02 (1)	Proportion of non-emergency responsive repairs completed within the landlord's target timescale.	70.5%	73.4%
RP02 (2)	Proportion of emergency responsive repairs completed within the landlord's target timescale.	73.2%	91.2%

In March 2025, all Access 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	Access Combined 2025	Newlon Combined 2025
BS01	Proportion of homes for which all required gas safety checks have been carried out.	100%	99.4
BS02	Proportion of homes for which all required fire risk assessments have been carried out.	100%	100.0
BS03	Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out.	100%	96.9
BS04	Proportion of homes for which all required legionella risk assessments have been carried out.	100%	98.7
BS05	Proportion of homes for which all required communal passenger lift safety checks have been carried out.	100%	99.4

At 31st of March, all health and safety checks affecting Access Homes had been completed.

Satisfaction TSMs

Ref	Measure	Access LCRA 2025	Newlon LCRA 2025	Access LCHO 2025	Newlon LCHO 2025
TP01	Proportion of respondents who report that they are satisfied with the overall service from their landlord.	0%	61.2%	36%	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.	67%	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.	67%	60.3%	-	-
TP04	Proportion of respondents who report that they are satisfied that their home is well maintained.	100%	63.4%	-	-
TP05	Proportion of respondents who report that they are satisfied that their home is safe.	50%	69.6%	63%	48.7%
TP06	Proportion of respondents who report that they are satisfied that their landlord listens to tenant views and acts upon them.	-	54.5%	57%	26.1%
TP07	Proportion of respondents who report that they are satisfied that their landlord keeps them informed about things that matter to them.	50%	71.9%	0%	51.6%
TP08	Proportion of respondents who report that they agree their landlord treats them fairly and with respect.	0%	76.6%	40%	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.	33%	38.2%	40%	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.	33%	72.6%	50%	54.5%
TP11	Proportion of respondents who report that they are satisfied that their landlord makes a positive contribution to the neighbourhood.	67%	63.1%	30%	38.1%
TP12	Proportion of respondents who report that they are satisfied with their landlord's approach to handling anti-social behaviour.	0%	63.3%	0%	29.3%

Due to its small size, it is challenging to build up a statistically reliable sample of satisfaction returns for Access. The results presented here are from the small number of surveys carried out during the year.