

MANY VOICES. ONE *community*



Residents' Review **2024-2025**





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Introduction

Welcome to our annual report for residents on our performance in the last year.

This report provides an overview of our Tenant Satisfaction Measures (TSM) performance, as well as including details of our management costs and executive pay as required by the Regulator of Social Housing.

The TSMs set out a range of areas common to all social housing providers and as part of this report we are required to set out our performance in comparison to other similar housing associations, so you can see how we compare.

The TSMs cover the satisfaction of all residents who rent their homes from us as well as Shared Owners. 100% leaseholders are not included as the services we provide for them are not regulated by the Regulator of Social Housing.

We are required to show satisfaction for renters and Shared Owners separately and you can find this information in the performance tables at the end of this report.

The individual sections of the report cover each of the TSM reporting areas and show how we performed compared to the previous year.

Our TSM surveying is carried out by an independent survey company who interview a large representative sample of residents across the year.



Newlon homes in Ponders End

Welcome

from our Chief Executive



I joined Newlon in June 2025 in succession to Mike Hinch, who led the organisation so ably for over 25 years.

I have lived and worked in the areas where Newlon has housing for many years and I am deeply committed to improving services and opportunities for the diverse communities Newlon serves.

I have joined during a very complex time for Newlon and the social housing sector. There are major challenges around building safety, a massive crisis of homelessness affecting London and the country as a whole, and huge cost pressures on the provision and maintenance of social housing.

As Chief Executive, part of my role is to work with the government and the wider social housing sector to try and influence these issues and I am really pleased to say that in some of these areas there has been recent positive news. In June the government announced much needed funding for cladding remediation for social homes and followed this with a commitment to an accelerated programme to get this work done more quickly. It also made a commitment to an ambitious programme of building new affordable homes.

I am really pleased to report that for the third successive year your satisfaction with the services we provide has increased, and that in the last year it improved in nearly all of the areas covered by the TSMs. Our performance compares well to other similar organisations and in some areas we are among the best performers.

My commitment is for Newlon to make a real difference to the people of north and east London, to help address the housing crisis, make sure where you live is always safe and to ensure we provide homes and services I would be happy for someone I love to live in and receive.

Another part of my role is to meet as many of you as possible and I look forward to finding out more about your communities, seeing the areas where you live and finding out what you think about the services we provide.

This report sets out our performance and how we are working to improve in each of the areas covered by the TSMs and I hope you find it informative and useful.

Ruth Davison

Newlon Group Chief Executive



Keeping properties in good repair

(renters only)



TPO2 Satisfaction with repairs

65.2% ↑ up 2.2%.



TPO3 Satisfaction with time taken to complete most recent repair

60.3% no change.



TPO4 Satisfaction that home is well maintained

63.4% ↑ up 2.8%.



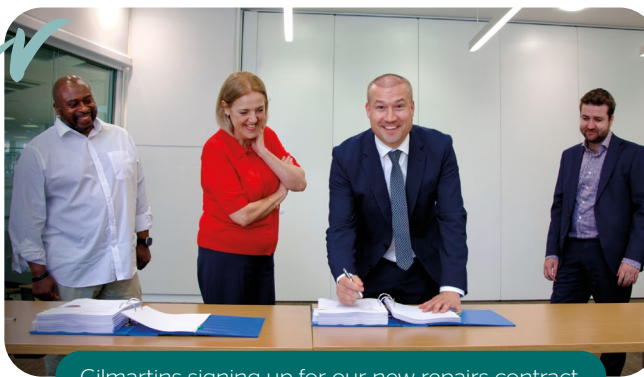
RPO1 Homes that do not meet the Decent Homes Standard

0% no change.



RPO2 Repairs completed within target timescale

71.8% ↓ down 8.3%.



Gilmartins signing up for our new repairs contract

It is good news that overall satisfaction with repairs increased by just over 2% during the year.

Repairs are the main reason why residents need to contact us and the main cause of complaints.

To help improve satisfaction we have worked hard to improve communications between us and our contractors and how we communicate with residents about repairs. We know that poor communications about ongoing jobs is one of the main causes of dissatisfaction. We have also continued to use data to focus on checking jobs that are at risk of not being completed on time to reduce the number of these.

It is disappointing that the number of repairs completed within target went down last year, although we performed better in increasing the proportion of emergency repairs completed within timescale from 87.3% to 90.7%.

To help to improve our repairs performance we have carried out an extensive procurement process and have appointed two new main day to day repairs contractors – Gilmartins and MNM – who started work in July 2025.

We are confident that this will significantly uplift our repairs performance. By choosing two contractors we have added additional capacity for carrying out repairs as well as local expertise. Both contractors offer enhanced technological interfaces compared to our previous contractor, so we can track jobs better and offer improved communications with residents. One immediate enhancement is 'Uber style' tracking, which allows residents to check where their operative is when their repair is due.

We worked very closely with a group of residents throughout the procurement and appointment process and are confident that our new contractors will provide an improved service for residents to build on the improvement in satisfaction with repairs from the last year.

More residents were satisfied that their home is well maintained compared to the previous year, reflecting our ongoing commitment and increased spend on maintaining our homes to a high standard. Additionally all of our housing stock continues to meet the decent homes standard.



MNM signing up for our new repairs contract

Maintaining building safety



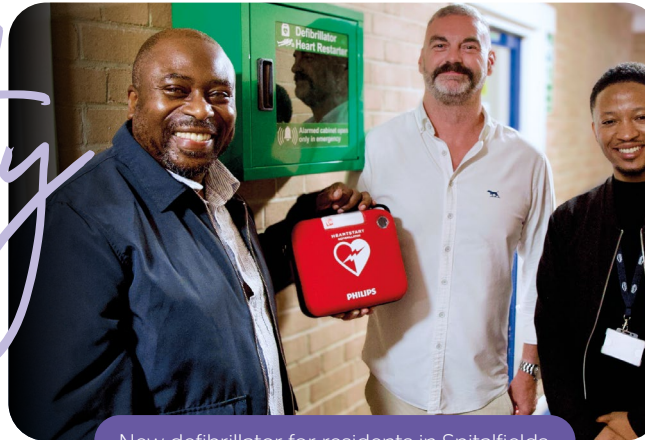
Keeping our residents safe in their homes and ensuring the safety of our communities is one of our core values.

Our approach to building safety ranges from carrying out regular fire door and fire risk assessments, as well as gas, electrical and water safety testing. We also carry out more specialist tests such as managing asbestos and carrying out full-scale remedial building safety works.

Some of the specialist building safety work we carry out with the London Fire Brigade and other local partners, including blackout testing scenarios where we replicate a fire safety incident, is highly innovative and in some cases unique to Newlon.

The proportion of residents who are satisfied that their home is safe increased slightly for renters compared to last year and more significantly for Shared Owners.

We know that feeling safe in your home also includes issues such as neighbourhood security and antisocial behaviour (ASB), as well as ensuring the safety of the structure of the buildings where you live.



New defibrillator for residents in Spitalfields

As part of an enhanced approach to building and neighbourhood safety we have been following a 'hotspots' strategy by working across multiple teams to quickly resolve security and building safety issues in response to residents' concerns. Solutions can include enhancing door security, working more closely with local partners or adding additional CCTV and lighting.

We successfully carried out the vast majority of all required building safety tests in the last year.

In relation to gas servicing and asbestos there were a small number of checks overdue at year end which have since been completed.

In the case of legionella and lift testing, we were up to date with checks at the end of the year. However, some 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 have referred 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 at these sites.



TPO5 Satisfaction that the home is safe

69.6% ↑ up 0.9%.



BS01 Proportion of homes for which all required gas safety checks have been carried out

99.4%



BS02 Proportion of homes for which all required fire risk assessments have been carried out

100%



BS03 Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out

96.9%



BS04 Proportion of homes for which all required legionella risk assessments have been carried out

98.7%



BS05 Proportion of homes for which all required communal passenger lift safety checks have been carried out

99.4%

Respectful and helpful engagement



A resident enjoys her refurbished kitchen

We are pleased that there has been an increase in residents being satisfied that we listen and act on their views. Newlon is committed to listening to residents' views, involving residents in decision making, acting on their concerns and involving them in scrutinising our performance.

As part of this commitment more residents than ever were directly involved in influencing the way we are run in the past year. Here are some highlights from our resident involvement activities in 2024-2025.

Think Tank - focus groups

291 residents were involved in strategic engagement through Think Tank sessions, an increase of 25%. These focus groups are arranged with Service Leads who want residents' views on a policy or strategy in their area of work. Residents have been involved in focus groups for heating and gas safety contract pre-procurement, changes to fire and building safety service charges and the My Newlon portal.

Scrutiny

Four Scrutineers undertook a scrutiny exercise on repairs satisfaction over three meetings to help understand the data behind repairs and the kind of issues that lead to jobs being in and out of target and the reasons that might lead to residents being dissatisfied with repairs. Their findings culminated in a report which has been reviewed by the Executive team and Residents' Forum.



TPO6 Satisfied that Newlon listens to tenant views and acts upon them

54.5% ↑ up by 2.1% for renters and 5% for Shared Owners.



TPO7 Satisfied that Newlon keeps them informed about things that matter to them

71.9% ↑ up 2% for renters and by 9.5% for Shared Owners.



TPO8 Proportion of respondents who report that they agree their landlord treats them fairly and with respect

71.4% ↑ up 0.5%.

Residents' Forum

The Forum, which is now part of the governance structure, has had real impact over the past year, feeding back to the Board regarding complaint handling staffing levels, which contributed to the provision of additional staff for dealing with complaints.

Board representation

There continue to be two resident Board members.

Residents' Services Committee (RSC)

We currently have two residents co-opted to RSC, one of whom is also a Forum member, meaning that residents' voices are well represented in positions of governance.

Residents' Engagement Strategy

Awarded 5/5 by the co-production group for maintaining the strategy over its three year course.





Residents' Forum



Barnsbury fun day

Mystery Shopping

Mystery Shopping exercises were carried out by residents in winter 2024 to 2025 and in spring 2025 to test Newlon's responsiveness in terms of timeliness, professionalism and empathy. These involved 17 Mystery Shoppers per exercise on average.

The winter report had a high level of GOLD responses (84%) but the level of 'no replies' was of concern (16%, 7 enquiries). The overall tone of emails was rated positively. There were excellent responses to phone enquiries with good quality calls and lessons learned regarding the Income team contact number. Call wait times were down from 15 minutes to 3 minutes.

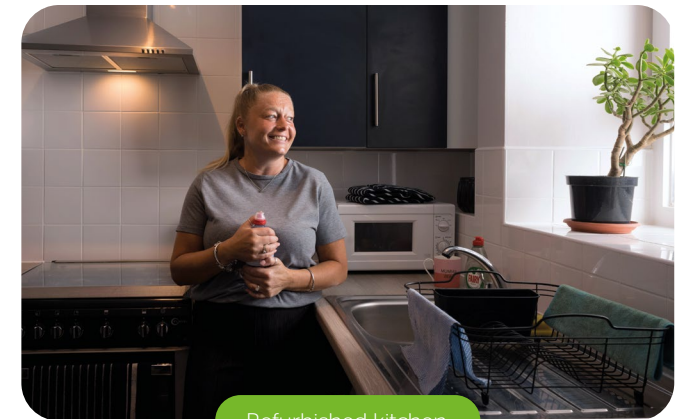
The spring 2025 report is the best mystery shop to date, with a 95% GOLD response rate and zero non-responses. Phone responses were excellent with good quality calls and low call wait times.

Resident inspections

On average, 15 residents carried out local inspections every month. The impact of these inspections is that we can pick up issues inbetween Newlon inspections from residents' 'eyes and ears', and we can map when these are not being actioned if necessary. This work has contributed significantly to residents' increased satisfaction with communal areas.

How you can get involved

These are just some of the ways that residents are involved in overseeing, co-designing and improving the services we provide. Opportunities to get involved are usually incentivised and range from light touch, informal, flexible activities which require limited time commitment to more formal groups. Your views and input really do matter to us. To find out more about getting involved email getinvolved@newlon.org.uk or call our Service Centre on **020 7613 8080**.



Refurbished kitchen



Effective handling of complaints



TP09 **Satisfied with their landlord's approach to complaints handling**

38.2% ↑ up 4.2%.



CHO1 (1) **Number of stage one complaints made by tenants per 1,000 homes (renters and Shared Owners)**

114.8 ↑



CHO2 (1) **Proportion of stage one complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales**

95.3% ↑ up 4.9%.



CHO2 (2) **Proportion of stage two complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales**

92.5% ↓ down 0.3%.

Although the number of complaints we received increased in the last year, residents' satisfaction with how well we handled them continues to increase and compares well to other similar organisations.

We also performed well in responding to more stage 1 complaints on time.

We are working hard to analyse the root cause of complaints and reduce escalations. Our overall aim is to reduce the need for residents to complain or escalate their issue to get it resolved, while making it straightforward for residents to complain if they are dissatisfied.

Following feedback from the Residents' Forum we appointed additional staff to support responding to complaints faster and more effectively.



We hold monthly cross-departmental learning from complaints meetings to analyse the cause of complaints, assess what went wrong and work out how we can improve.

Our learning from complaints priorities in the last year included:

- Improving communications in relation to repairs appointments.
- Improving data integration with our contractors.
- Improving our approach to recognising and recording vulnerabilities and taking appropriate actions.

In line with the Ombudsman's code we have a Board member responsible for complaints, Blossom Shakespeare, who is also a resident.

We are confident that the appointment of our new repairs contractors will help improve the first two issues and we are carrying out training with our staff to improve our approach to recognising and supporting the needs of residents with vulnerabilities.



Responsible **neighbourhood** management



Balcony view from Newlon homes in Camden



New rented homes underway near King's Cross



TP10 **Satisfied that their landlord keeps communal areas clean and well maintained**

72.6% ↑ up 6.4%.
This also improved by 6.7% since the previous year for Shared Owners.



TP11 **Proportion of respondents who report that they are satisfied that their landlord makes a positive contribution to the neighbourhood**

63.1% ↓ down 4%.
Up 3.6% for Shared Owners.



TP12 **Proportion of respondents who report that they are satisfied with their landlord's approach to handling anti-social behaviour**

63.3% ↑ up 6.5%.

Residents' satisfaction with the standard of communal areas improved significantly for the third successive year. This reflects the efforts of our Neighbourhoods Team, working in close partnership with our Estate and Resident Inspectors and local contractors.

Satisfaction that we make a positive contribution to the neighbourhood is the only measure that dropped slightly for residents who rent from us, although it improved for Shared Owners.

This is an area that it is difficult for us to directly influence although we work in a wide range of community partnerships to enhance and support local communities. You can read more about this and the work of our care and support partner Outward in the next section of this report.



Estate regeneration in Ponders End



NMO1 (1) **Number of anti-social behaviour cases, opened per 1,000 homes (renters and Shared Owners)**

27.7 ↓ down 69 cases per 1,000 homes.



NMO1 (2) **Number of anti-social behaviour cases that involve hate incidents opened per 1,000 homes (renters and Shared Owners)**

0.9 ↓ down 0.2 cases per 1,000 homes.

You said

We listened

Case study

We recorded fewer cases of ASB in 2024-2025. This was primarily driven by a change to the way we classify cases. After comparing our 2023-2024 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 issues and respond to them, they are not counted as ASB unless they develop into a pattern or escalate in seriousness. We think this is better for residents as it reduces the risk of escalation that an overly formal approach can cause.

We continue to hold meetings to review ASB 'hotspots' and work with local partners to tackle persistent and serious cases. Our residents' satisfaction with both ASB and neighbourhood management compare well to other comparable housing providers.



'Hotspots'

In the past year we have developed a new approach to dealing with ASB 'hotspots' where issues are reported by multiple residents. This involves a number of teams including our Neighbourhoods, Building Safety and Investigations teams working together to quickly resolve issues and includes ongoing input from our Resident Involvement team.

This new approach follows feedback from residents. Issues resolved include innovatively designing a new anti-tamper intercom system for one estate, installing new more secure entry and communal doors across one scheme, providing doors that make it harder for people to gain unauthorised access to communal rooftop spaces in a number of blocks, as well as provision of new CCTV and lighting for specific housing areas. All of these actions have led to long-term local reductions in ASB.



Our work to support residents facing hardship and communities

In the face of rising living costs, increasing financial insecurity, and growing demand for support services, Newlon has continued to support residents in most need through a combination of welfare advice, debt support, emergency hardship funding, and financial education.

During the last year:

- 791 residents supported through welfare and financial inclusion services.
- £679,210 in welfare benefits successfully claimed for 253 residents.
- £107,932 distributed through our hardship fund, supporting 334 households with emergency needs.
- 87 households received tailored budgeting and debt advice.
- 525 residents received direct financial support across four key categories:
 - £76,083 for essential household items (e.g. white goods and bedroom furniture).
 - £15,220 worth of food vouchers.
 - £9,906 worth of gas and electricity vouchers.
 - £8,023 for other urgent needs (e.g. supporting residents living with domestic abuse, baby items, travel, feminine products and winter clothing).

Community partnerships

In supporting individual residents and wider communities we work in collaboration with a range of community partners including:

- The Engine Room Homework Club – supporting children with academic needs.
- Local Foodbanks and Food Pantries – providing six months of low cost food in Hackney and Islington.
- Suited & Booted / Dress for Success – helping residents dress confidently for interviews and new jobs.
- Time to Grow Hackney – enabling residents to grow fresh produce, shared with volunteers and soup kitchens.
- The Little Village – supplying essential items for newborns, especially for families with no recourse to public funds.
- Solace Women's Aid – supporting families escaping domestic abuse.

We also provide a wide range of activities open to all Newlon residents through our community centre at the Barnsbury Estate.



Outward – providing high quality care and support for the most vulnerable members of our community

In 2025 Outward, our specialist care and support partner, celebrated its 50th anniversary.

During 2024-2025, Outward supported 925 people to maximise their independence and social engagement by providing essential care and support services. This included providing services across ten boroughs in north and east London and at Nutley Edge in East Sussex for individuals with learning disabilities, autism spectrum conditions, mental health issues, young people at risk, and older people.

In 2024 Outward also took on two new care and support services, Hotel in the Park, a specialist respite service for up to seven guests, situated next to Victoria Park, and a new supported living service in Newham.

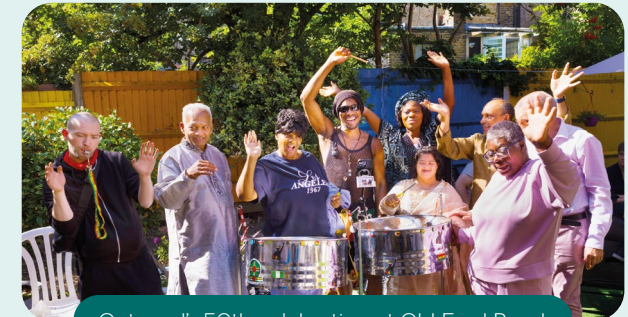
Nutley Edge supported holidays and respite centre in East Sussex continues to be a popular destination for breaks for supported holiday guests. During the year Outward celebrated the milestone of the 100th supported break at Nutley Edge.

Volunteering remains at the heart of Outward's efforts to engage, enable, and empower vulnerable adults. Volunteer support has been instrumental in developing inclusive local communities that address social isolation while helping individuals achieve their goals.

If you are interested in finding out more about Outward or volunteering please visit www.outward.org.uk.



Outward award winners



Outward's 50th celebration at Old Ford Road



Outward art workshop

Shared Owners' satisfaction

The performance table on page 15 sets out our performance for Shared Owners, who were independently surveyed about their satisfaction with Newlon during the year.

As Shared Owners are responsible for repairs within their own homes they are not surveyed about repairs.

Although Shared Owners' satisfaction continues to be significantly lower than satisfaction for residents who rent their homes from us, encouragingly it has improved across the majority of areas in the past year.

We understand that there are a range of complex issues impacting on Shared Owners' satisfaction, including remedial fire safety works, additional costs for mandatory safety checks and increasing costs for building insurance.

Shared Owners' overall satisfaction with the services we provide increased by nearly 5% during the year. Although we have a long way to go this is a positive step.

This also reflects good increases in satisfaction with homes being safe, that we listen and value Shared Owners' views, keep them informed about things that matter, maintain communal areas to a high standard, make a positive contribution to the neighbourhoods where our Shared Owners live and have improved our handling of ASB.

The proportion of Shared Owners who feel that we treat them fairly and with respect dropped very slightly on the previous year, and Shared Owners were less satisfied with the way we managed their complaints than in the previous year. We will focus on improving our performance in these areas during 2025-2026.

Newlon is part of a collective of community based London housing providers called The L12. As part of our work with The L12 and on behalf of our residents we are actively lobbying the government to act to reduce the burden of building insurance costs for Shared Owners and leaseholders.



Shared Ownership homes in Southgate



Shared Ownership homes in Southgate



How we compare

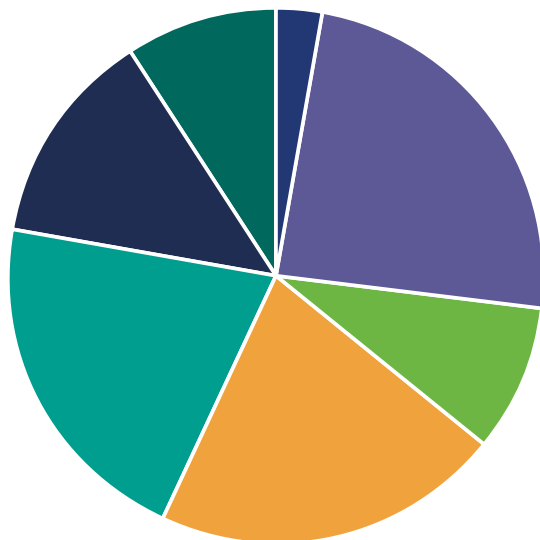
The table on the next page shows how our performance compares to other similar landlords.

For the majority of measures our performance is close to the median score – meaning our residents have a very similar level of satisfaction with Newlon compared to the residents of other comparable housing associations.

Satisfaction with being kept informed, complaints handling and the standard of communal areas are all in line with or exceed the best levels among comparable London housing providers and satisfaction with the handling of ASB is also very close to this level. This reflects a third successive year of steadily improving satisfaction with the services we provide.

Measure		Quartile 3	Median	Quartile 1	Newlon
TP01	Proportion of respondents who report that they are satisfied with the overall service from their landlord.	54.72%	62.1%	65.4%	61.2%
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.	60.6%	64.65%	68.72%	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.	56.12%	61.55%	67.97%	60.3%
TP04	Proportion of respondents who report that they are satisfied that their home is well maintained.	59.6%	64.2%	67%	63.4%
TP05	Proportion of respondents who report that they are satisfied that their home is safe.	66.25%	70.2%	74.07%	69.6%
TP06	Proportion of respondents who report that they are satisfied that their landlord listens to tenant views and acts upon them.	49.02%	54.25%	59.82%	54.5%
TP07	Proportion of respondents who report that they are satisfied that their landlord keeps them informed about things that matter to them.	63.3%	67.35%	71.68%	71.9%
TP08	Proportion of respondents who report that they agree their landlord treats them fairly and with respect.	71.9%	72.8%	75.78%	71.4%
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.	27.92%	33.1%	36.83%	38.2%
TP10	Proportion of respondents with communal areas who report that they are satisfied that their landlord keeps communal areas clean and well maintained.	61.55%	64.2%	69.82%	72.6%
TP11	Proportion of respondents who report that they are satisfied that their landlord makes a positive contribution to the neighbourhood.	56.5%	61.75%	66.32%	63.1%
TP12	Proportion of respondents who report that they are satisfied with their landlord's approach to handling anti-social behaviour.	50.45%	57.55%	63.45%	63.3%
BS01	Proportion of homes for which all required gas safety checks have been carried out.	99.5%	99.9%	100%	99.4%
BS02	Proportion of homes for which all required fire risk assessments have been carried out.	99.3%	99.6%	100%	100%
BS03	Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out.	97.28%	99.7%	100%	96.9%
BS04	Proportion of homes for which all required legionella risk assessments have been carried out.	98.1%	99.6%	100%	98.7%
BS05	Proportion of homes for which all required communal passenger lift safety checks have been carried out.	95.75%	97.9%	100%	99.4%
NM01	Number of anti-social behaviour cases, opened per 1,000 homes.	3717	2735	22.8	27.7
NM02	Number of anti-social behaviour cases that involve hate incidents opened per 1,000 homes.	1.32	0.95	0.38	0.9
RP01	Proportion of homes that do not meet the Decent Homes Standard.	1.15%	0.4%	0.08%	0%
RP02 (1)	Proportion of non-emergency responsive repairs completed within the landlord's target timescale.	73.4%	79.7%	85.86%	71.8%
RP02 (2)	Proportion of emergency responsive repairs completed within the landlord's target timescale.	84.08%	88%	91.56%	90.7%
CH01 (1)	Number of stage one complaints made by tenants per 1,000 homes.	106.95	95.8	61.28	114.8
CH01 (2)	Number of stage two complaints made by tenants per 1,000 homes.	2715	21.6	13.52	32.9
CH02 (1)	Proportion of stage one complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales.	68.8%	84.45%	95.6%	95.3%
CH02 (2)	Proportion of stage two complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales.	80.9%	91.7%	94.78%	92.5%





- Debt repayments 3%
- Bank interest 24%
- Development of affordable homes 9%
- Maintenance 21%
- Investment in existing stock (including cladding) 21%
- Service charges 13%
- Management and office costs 9%

How Newlon Invests Your Rent	
Expenditure	£'000
Bank interest	34,007
Development of affordable homes	12,485
Maintenance	30,072
Investment in existing stock (including cladding)	29,591
Service charges	18,163
Management and office costs	12,339
Debt repayments	4,324
Total outflow	140,981



How we use money

The table shows how we make use of the money we receive from rent and service charges and other sources such as government grant towards the cost of building new affordable homes or to assist with paying for remedial building safety works.

In total we spent nearly £141 million in 2024-2025. Paying interest on loans for developing new affordable homes was the single largest cost.

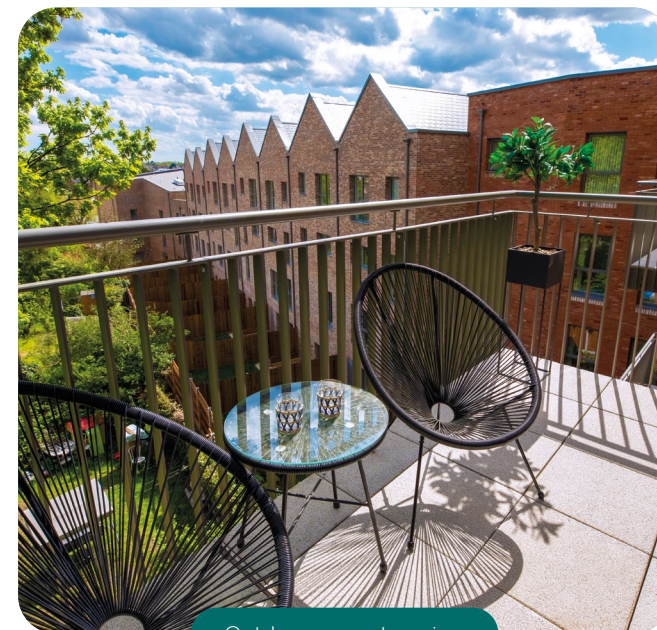
We spent more in total on the combined investment in maintaining and improving our existing stock at just under £60 million, a 10% increase on the previous year. This reflects our ongoing commitment to investing in maintaining and improving our existing homes.

As in the previous year management and office costs accounted for 7% of our overall expenditure.

Executive pay

We are required by our regulator to set out the level of our highest paid director, our Chief Executive, in relation to how many homes we own and manage.

This is to show how much is paid per home managed. For the regulator's calculation we need to exclude 100% leaseholders. As Newlon has a relatively large amount of 100% leaseholders in relation to our stock size this makes the cost per home higher than it actually is.



Outdoor space to enjoy

For 2024-2025 this was £25 per home compared to £24.13 for the previous year. This compares favourably to most similar providers.

Aggregate executive pay which includes the amounts paid to all Directors and Board members was £135.38 a home, an increase from £134.35 last year. Again this calculation has to be based on the total amount paid but we cannot include the 100% leasehold homes that we own, which would reduce the headline costs per home.

Management costs

Our management costs were £1,443 per home. These reflect how much we spend on central staff costs, maintaining our offices and for specialist legal and consultancy services.

These costs continue to compare well to other similar housing providers and reflect the success of our Value for Money strategy.



How *we* performed

LCRA - Renters | LCHO - Shared Owners

Measure		2024 LCRA	2025 LCRA	2024 LCHO	2025 LCHO	Combined
Anti-social behaviour (ASB)						
NM01 (1)	Number of anti-social behaviour cases opened per 1,000 homes.					27.7
NM01 (2)	Number of anti-social behaviour cases that involve hate incidents opened per 1,000 homes.					0.9
Complaints						
CHO1 (1)	Number of stage one complaints made by tenants per 1,000 homes.	100.2	114.8	83.9	59	
CHO1 (2)	Number of stage two complaints made by tenants per 1,000 homes.	20.8	32.9	20.3	26.5	
CH02 (1)	Proportion of stage one complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales.	90.4%	95.3%	92.2%	91%	
CH02 (2)	Proportion of stage two complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales.	92.8%	92.5%	100%	82.9%	
Decent homes and repairs						
RP01	Proportion of homes that do not meet the Decent Homes Standard.	0%	0%			
RP02 (1)	Proportion of non-emergency responsive repairs completed within the landlord's target timescale.	80.1%	71.8%			
RP02 (2)	Proportion of emergency responsive repairs completed within the landlord's target timescale.	87.3%	90.7%			
Building services						
BS01	Proportion of homes for which all required gas safety checks have been carried out.					99.4%
BS02	Proportion of homes for which all required fire risk assessments have been carried out.					100%
BS03	Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out.					96.9%
BS04	Proportion of homes for which all required legionella risk assessments have been carried out.					98.7%
BS05	Proportion of homes for which all required communal passenger lift safety checks have been carried out.					99.4%
Tenant perception						
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%	71.4%	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%	

If you would like to receive this report in large print, audio, Braille or any other format, please contact us or ask a member of staff.

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Newlon Housing Trust is a charitable housing association

Group Chief Executive: Ruth Davison
Chair: Aman Dalvi OBE

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