

Don't forget  
to complete  
and return your  
new Tenant  
Survey, enclosed  
with this  
newsletter



## Garden Competition

Winners Ceremony  
at Maison Dieu

### What's in the magazine

- News and information about your Housing Service
- Find out about the new Repairs Contract
- Tenant Satisfaction Measures Results!
- Don't risk it! Why contents insurance matters



# Welcome our new Housing Operations Manager

**My name is Yvonne Adewumi, and I'm writing to introduce myself as your new Housing Operations Manager for Dover District Council.**

*I'm delighted to be joining the team and look forward to working with you to ensure your home continues to be a safe, comfortable, and well-maintained place to live.*

*As part of our ongoing commitment to providing quality housing services, ourselves or an appointed contractor will soon be in touch to arrange several important visits and inspections, if they haven't been completed already. These include:*

- Tenancy Audit Visits
- Property Condition Surveys
- Flexible Tenancy to Secure Tenancy Visits
- Gas Safety Checks
- Electrical Safety Checks

*These visits are a standard part of our responsibilities as your landlord, and they also form part of your tenancy agreement. Your cooperation in allowing access to your home is essential and greatly appreciated.*

*We understand that access arrangements can sometimes be inconvenient, and we'll always aim to schedule visits at a time that works for you wherever possible. If you have any specific concerns or access needs, please don't hesitate to let us or our appointed contractor know when they contact you.*



## How you can contact us

- Email [housing@dover.gov.uk](mailto:housing@dover.gov.uk) or call us on **01304 801084** about Housing Management enquires only.
- Household and communal repairs: Email Mears at [repairs@mearsgroup.co.uk](mailto:repairs@mearsgroup.co.uk) or call **0800 023 4320**.
- Gas, hot water and central heating repairs: Email Sureserve Compliance South at [SCS.CallCentre@sureserve.co.uk](mailto:SCS.CallCentre@sureserve.co.uk) or call **020 8138 9758**

there is also a dedicated WhatsApp number that has been allocated to Dover District Council which is **07816 125969**.

- Talk to DDC about ongoing repairs, permissions and planned work such as roofs, kitchens etc: Call our property services team on **01304 801110**. Alternatively, you can email [housing.repairs@dover.gov.uk](mailto:housing.repairs@dover.gov.uk) for repairs/permissions or

[housingplannedmaintenance@dover.gov.uk](mailto:housingplannedmaintenance@dover.gov.uk) for planned works.

**If you'd like to make a complaint or share your compliments about any of the housing services you receive, you can do so through any of our contact methods. We're dedicated to making it as easy as possible for you to tell us what you think so we can continue to improve our services by listening to you.**

## Introducing MCM Live: Smarter repairs with Mears

Mears are committed to enhancing customer experience through innovation. Their latest service upgrade, MCM Live, uses text messaging to make managing repair appointments easier and more interactive.

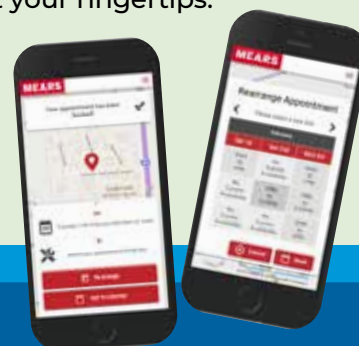
MCM Live is a digital tool accessed via a link in your appointment text message. It helps you stay informed and in control of your repair visit.

**What can you do with MCM Live?**

- Add the appointment to your phone calendar
- Upload photos related to the repair
- Track the operative's arrival on a live map
- View the operative's name and photo
- Message the operative directly

All residents with a booked repair and a mobile phone will receive the text message including the link to MCM Live if you would like to unsubscribe from this service you can do this using the link.

MCM Live puts real-time repair updates at your fingertips.



# New homes in Sholden

**In July, staff from Property Assets, Housing Options, and Housing Management teams attended a familiarisation session at the Sholden Meadows development site in Sholden, Deal.**

The project has been managed by the Housing Development Team and this visit gave other Housing teams the opportunity to view the six new homes that are nearing completion and learn more about the layout, features, and design of the properties.

The provision of new affordable housing like these new units is a key element of the Government's plan to end the housing crisis, tackle homelessness and provide aspiring homeowners with a step onto the housing ladder.

The Council would like to make sure that all new affordable housing is built to meet the needs of residents in the district.

The session helped ensure that our staff are well-prepared to support new tenants moving into these homes and to answer any questions they may have.

Staff were impressed by the quality of the properties, and discussed room sizes, waste collection, car parking, heating, storage and other elements of the homes which may be on tenants' minds to ensure a smooth lettings process.

The homes are expected to be completed soon, and we look forward to welcoming new residents into the homes.

### What is Shared Ownership?

Shared Ownership offers a more accessible route to homeownership for those who may not be able to buy on the open market. While these homes are not yet available, you can keep updated by signing up on the Share to Buy website, where all our shared ownership properties will be advertised.

## Spotting tenancy fraud

Tenancy fraud is a serious issue that affects everyone. It reduces the availability of homes for those in genuine need and can lead to increased costs for housing services. At DDC, we're committed to tackling tenancy fraud and ensuring homes are used fairly and responsibly.

### What is tenancy fraud?

Tenancy fraud happens when someone misuses a social housing property. Common types include:

- **Subletting** the property without permission
- **Providing false information** to obtain a tenancy

- **Not living in the property** as their main home
- **Passing on the tenancy** to someone else unlawfully

### Why it matters

Fraudulent tenancies mean fewer homes for families who truly need them. It can also lead to overcrowding, antisocial behaviour, and damage to properties.

### How you can help

You play a vital role in protecting your community. If you suspect tenancy fraud, please report it confidentially.

Signs might include:

- A property that seems empty for long periods
- Frequent changes in occupants

### Reporting is easy and confidential

If you have concerns, contact our Housing Team who can investigate. All reports are treated in confidence, and you don't need to give your name.

Together, we can make sure homes go to those who need them most.



# Your building, your home



## Stock Condition Surveys

**We'd like to start by thanking you for your cooperation during the recent stock condition surveys. Your support has been invaluable. These surveys provide us with a detailed picture of the condition of our housing stock, helping us to plan more effectively for future maintenance and improvements, including collecting vital information for the preparation of a 30 year HRA Business Plan, which is starting to be developed.**

If you still haven't had your survey yet, or they've come to do the survey and you've been out, we urge you to please work with us to allow access as this is vital in

our efforts to keep your home decent.

The information gathered will directly inform our planned maintenance schedule, ensuring

that we prioritise the right repairs and upgrades at the right time. This helps us keep your homes safe, comfortable, and well-maintained.

### What is a Category 1 Risk?

As part of our ongoing commitment to safety, we want to remind you about Category 1 risks. These are serious hazards identified under the Housing Health and Safety Rating System (HHSRS) that pose an immediate threat to your health or safety.

#### Examples include:

- Dangerous or exposed electrical wiring
- Severe damp and mould
- Structural issues (e.g. risk of collapse)
- Missing or broken handrails on stairs
- Inadequate heating during cold weather

These are not just inconveniences - they are urgent issues that need immediate attention.

#### What should you do?

If you spot anything in your home or communal areas that could be a Category 1 risk, please report it to us straight away. Early reporting helps us act quickly to keep everyone safe. You can report issues by calling us on 01304 801110 or emailing [housing.repairs@dover.gov.uk](mailto:housing.repairs@dover.gov.uk). Please include as much detail as possible, and photos if you can.

### Mobility scooter advice

Mobility scooters and electric wheelchairs can help people with mobility problems lead more active lives. If you have a mobility vehicle, or are thinking of getting one, please speak with your Housing Officer or Independent Living Manager to determine if there is a place you can store it safely and securely within the building.



For fire safety reasons, mobility vehicles must not be stored or charged in communal areas. Some properties have a

designated mobility vehicle area. If there is no store or there is not space in the store, you will not be given permission to purchase or keep a mobility scooter.

If you are to keep a mobility vehicle on Dover District Council premises you are required to have third-party insurance and service the vehicle, to include PAT testing.

### Don't risk it!

## Why contents insurance matters more than ever

**Recent flooding across Dover District has sadly left many households facing the devastating loss of personal belongings. Having contents insurance can provide peace of mind in some of life's toughest moments, providing a safety net to cover the costs of personal items lost.**

#### What is Contents Insurance?

Contents insurance covers the cost of replacing your personal belongings if they're damaged, destroyed, or stolen. This includes things like:

- Furniture and appliances
- Clothing and shoes
- Electronics (TVs, laptops, phones)
- Toys, books, and personal items



- Speak to your bank or a local insurance provider
- Look into schemes designed for social housing tenants

#### Make sure to check:

- What's covered (and what's not)
- The excess (what you pay towards a claim)
- Whether accidental damage or flood cover is included

#### Is it expensive?

Not necessarily. Some policies start from as little as £1.50 per week, depending on your circumstances and the level of cover you choose. There are even policies tailored specifically for council tenants, with flexible payment options.

#### How to get covered

##### You can:

- Compare quotes online using trusted comparison sites

#### Why it's so important

Flooding, fires, theft, and accidents can happen when you least expect them. Without contents insurance, you could be left to cover the cost of replacing everything on your own.

#### Protect what matters

Your home is more than just four walls—it's everything inside that makes it yours. Don't wait for the worst to happen. Take action now to protect your belongings and your peace of mind.



# Your money matters



## Save on your water bills

### – You could be eligible for big discounts!

**Did you know you could significantly reduce your water bills with help from Southern Water or Affinity Water? If you're on a low income or receive certain benefits, you might qualify for special tariffs that could save you up to 45% or cap your bill at just £95.80 for the year!**

#### **Southern Water – Get 45% Off Your Bill**

Southern Water offers a 45% discount if you meet any of the following criteria:

- Your household income is low
- Everyone in your home receives a means-tested benefit
- You have 3 or more children under 19 living at home
- Someone in your household needs more water due to a medical condition
- You haven't made a payment in a while

Call: **0800 027 0363** (Mon–Fri, 8am–6pm)

Email: [payless@southernwater.co.uk](mailto:payless@southernwater.co.uk)



#### **Affinity Water – Fixed Tariffs for Low-Income Households**

Affinity Water offers a Low-Income Fixed Tariff (LIFT) which caps your clean water bill at:

- £143.80 for 2025/26
- Or just £95.80 if you receive Council Tax Support

#### **You may qualify if:**

- Your household income is

less than £19,995 (excluding benefits)

- Or you receive Universal Credit, Housing Benefit, Pension Credit, JSA, or Income Support

You'll need to provide evidence showing your name and address, and you must be the person named on the water account.

Call: **0345 357 2401**

Apply online: Visit the Affinity Water website

Note: Discounts apply from the date your application is received and may not be backdated.

#### **Don't Miss Out!**

If you think you might be eligible, reach out to your water provider today. These schemes are designed to make water bills more manageable for households that need support.

If you are struggling to make ends meet and pay your rent, please reach out to us.

# What is rent convergence?

## – Your quick easy guide



**You may have heard the phrase 'rent convergence' and thought – what does that actually mean? It's a good question. It's one of those housing policy terms that sounds complicated but is quite straightforward once you break it down.**

#### **What is it?**

Rent convergence is the process of aligning social housing rents over time. The idea is that similar homes in similar areas should have similar or the same rent, no matter who the social landlord is.

#### **Why was this introduced?**

The government introduced rent convergence back in 2002 as part of a national effort to create a more consistent and fair rent system across the social housing sector. It was rolled out gradually, allowing social landlords, like the Council, to adjust rents year by year until they reached the target level rent.

Before this policy was introduced, rents charged by different social landlords at different times could vary significantly – even for homes that were pretty much the same. This meant that your neighbour could be paying more or less rent than you, for the same size and type of property in the same area!

#### **Why are we talking about it now?**

The government's intention is to reintroduce rent convergence, after a long period of rent divergence since 2015. It's part of the government's agenda to improve the social housing sector. It launched a national consultation in July which closed in September.

The government will announce its decision on rent convergence likely in either October or November, tied in with the Autumn Statement. Rent convergence will likely be implemented from 1 April 2026.

#### **How could this impact you?**

Even if rent convergence doesn't apply to your home, here are some ways it might affect others:

- Gradual rent changes – some of you may see small increases to your rent so that all align more fairly with other homes of similar or the same size, type and location.
- No sudden changes – any adjustments will likely be phased to avoid financial strain and capped at an amount decided by the government.
- Clearer rent structures – you'll have a better understanding of how your rent is calculated and rent charges will be fair and transparent.

The goal isn't to raise rents dramatically – it's to ensure that similar homes and tenants are treated and charged rent consistently.

#### **How will we keep you informed?**

We understand that changes can feel uncertain, particularly financial ones, so we're committed to keeping you in the loop every step of the way:

- Clear communication – as we know more, we will share information with you on our website, Keep Me Posted bulletins, via letters and the tenants consultative group.
- Advance notice – you will be given advance notice of any changes to your rent.
- Help and support – officers in our income team will be available to discuss your rent and explain what any changes might mean for you personally.

If you'd like to know more, don't hesitate to reach out to your Income Officer. Understanding the process helps you stay ahead and stay empowered.

Want to keep up to date with all things housing? Why not sign up to our free Keep Me Posted email bulletin service. We regularly post news, events and updates that may affect you. It's a quick, easy and simple way to keep informed, and it's just as quick, easy and simple to sign-up! Just scan this QR code:



**Keep Me Posted**





# Let's Talk Rubbish – Why Recycling Matters

Every time you recycle correctly, you're helping to make Dover District a cleaner, greener, and more sustainable place to live. But did you know that putting the wrong items in your recycling bin—or leaving waste where it shouldn't be—can cause real problems for our community?

### Recycling helps:

- Protect the environment by reducing the need for raw materials
- Cut down on landfill waste, which is expensive and harmful to nature
- Save energy and reduce carbon emissions
- Support local jobs in the recycling and waste management sector

### What You Can Recycle

In Dover District, you can recycle:

- Paper and cardboard
- Plastic bottles and containers (rinsed and empty)
- Metal tins and cans
- Glass bottles and jars

Please make sure all items are clean, dry, and loose—not bagged.

### What You Can't Recycle

Avoid putting these in your recycling bin:

- Food waste
- Nappies
- Plastic bags or film
- Textiles
- Electrical items

Contaminated recycling bins will not be collected. If your bin contains the wrong items, it may be left behind with a sticker explaining why.

### Fly-Tipping and Bulky Waste

Leaving rubbish or large items (like furniture or mattresses) in communal areas or outside your property is considered fly-tipping—and it's illegal. It creates health hazards, attracts pests, and spoils our shared spaces.

Fly-tipped waste will not be collected, and those responsible may face enforcement action.

If you have bulky items to dispose of, please book a collection through the Dover District Council website or take them to your local household waste recycling centre.

### Collection Days & Tips

- Put your bins out by 7am on collection day
- Keep lids closed to prevent litter
- Use clear bags for recycling if you don't have a bin
- Check your collection calendar online

### Small Actions, Big Impact

By recycling right and disposing of waste responsibly, you're helping to protect our environment, reduce costs, and keep our neighbourhoods clean and safe.

Let's all do our part—because a cleaner Dover starts with us.

# Garden Competition 2025

This year we held the Garden Competition Prize Giving at the beautiful Maison Dieu, and what a fantastic celebration it was!

It was wonderful to see tenants, Housing staff, and special guest Cllr Pam Brivio come together to celebrate the pride our tenants take in their gardens. Awards were presented to some truly inspiring entries, and members of the tenant and staff judging panel joined us to honour the winners.

Events like this highlight the importance of outdoor spaces for wellbeing and community spirit, while also encouraging residents to care for their gardens and uphold their tenancy agreements.

A huge thank you to everyone who took part.

If you know a DDC tenant who takes great pride in their outdoor

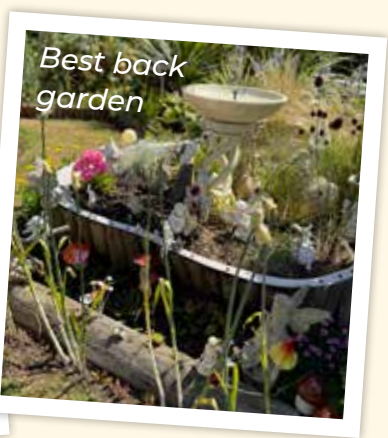
space, or are a keen gardener yourself, please consider taking part next year! Applications will be open on the DDC website next summer or contact [tenantinvolvement@dover.gov.uk](mailto:tenantinvolvement@dover.gov.uk) for more details.



Best Front Garden winner, Gerald Clewley.



Best Back Garden winner, Kay Evans..



### Best Front Garden

First place	Gerald Clewley
Second place	Mrs J Iowe and Mrs M Cullen
Highly commended	David Hobbs

### Best Back Garden

First place	Kay Evans
Second place	Janet Giles
Highly commended	Lee Cobourn

### Most Improved

First place	Milly Henson
Second place	Gerald Clewley

### Best Use of Space

First place	Richard and Maggie Allen
Second place	Mrs C Comer
Highly commended	Sue Taylor & Tina Howes

## Estate Walkabouts 2025: A Summer of Listening, Learning, and Action

As the 2025 estate walkabout season draws to a close, Dover District Council would like to extend a heartfelt thank you to all tenants, leaseholders, councillors, and community members who joined us between April and September. Your participation helped make this year's walkabouts a meaningful and productive experience.

Over the course of five months, Housing Officers visited dozens of estates across the district, engaging directly with residents to hear your concerns, ideas, and

feedback. These walkabouts are a cornerstone of our commitment to tenant engagement, allowing us to see first-hand the issues affecting your communities and to work collaboratively on solutions.

### Key Highlights from the Walkabouts:

- Community Collaboration: We were pleased to see active involvement from residents, with many sharing valuable insights about local issues

such as fly-tipping, communal repairs, and green space maintenance.

- Immediate Action: Several concerns raised during walkabouts were addressed on the spot or scheduled for follow-up, including repairs to communal areas, improved lighting, and enhanced waste management.
- Future Planning: Feedback gathered will inform our upcoming maintenance programmes and community initiatives. Your voices are

shaping the future of housing services in Dover.

### Looking Ahead

While the formal walkabout schedule has ended, our commitment to tenant engagement continues year-round. If you missed your local walkabout or have additional feedback, please don't hesitate to contact your Housing Officer or email us at [tenantinvolvement@dover.gov.uk](mailto:tenantinvolvement@dover.gov.uk).

We also encourage you to sign up for our Keep Me Posted service to stay informed about

future events, consultations, and housing updates.



Karen (Senior Housing Officer) and Tosin (Housing Officer) at the estate inspection on Owen Square, Walmer.



# Our update on Housing Policy

At the heart of everything we do is a simple goal: to make sure your home is safe, secure, and that you're well-supported. Our Housing Policy team has been working hard to keep our policies up to date and in line with the latest legal and safety standards — and we want you to be part of the journey.

## New Strategy to Tackle Homelessness

Earlier this year, we launched our Homelessness and Rough Sleeping Strategy 2025–2030. This important plan sets out how we'll work with local partners to prevent homelessness and support those in need across our district. It's a big step forward in building a more caring and inclusive community.

## Coming Soon: Tenancy Strategy 2026–2031

We're now developing a brand-new Tenancy Strategy that will shape how we manage tenancies over the next five years. It will cover:

- The types of tenancies we offer
- When and why they're granted

- How long they last
- How we manage them across the district

Alongside this, we're also creating a Tenancy & Neighbourhood Management Policy — a guide to how we'll support your tenancy and help build strong, well-managed communities.

We'll be asking for your feedback later this year — and we'd love to hear from you!

## Policies Under Review: Keeping You Safe

We're also reviewing several key policies to improve safety, wellbeing, and accountability in your home:

- Fire Risk Assessment Policy
- Asbestos Policy

- Electrical Inspection & Testing Policy
- Gas & Heating Policy
- Lift Safety Policy
- Water Hygiene Policy
- Domestic Abuse Policy (Housing)

These updates are all about making sure your home is safe, secure, and well-maintained.

## Get Involved – Help Shape the Future

Your voice matters. If you'd like to help shape the policies that affect your home and community, why not join our Dover District Tenants' Consultative Group (DDTCG)?

Interested? Get in touch to find out how you can get involved and have your say.

# New and Updated Tenancy Agreement

We are currently conducting a review of our tenancy agreement to ensure it reflects best practice, meet current legal standards, are easy to understand, and continue to support a fair and transparent housing environment for all tenants.

The review is part of our ongoing commitment to improve housing services and respond to changing needs across our communities. It

involves updates to certain terms and conditions to make them clearer and more consistent for you, and for us.

What this means for you:

- You will not see any immediate changes. The review process includes consultation, and any proposed amendments will be shared for feedback before they are finalised.
- Your current rights and responsibilities remain the same throughout the review period.

- We aim to make agreements easier to understand and fair for everyone.

## Have your say:

We want every tenant to feel heard and supported. You will be invited to respond to the updated tenancy agreement during a consultation period later this year. This is your chance to share your views on the proposed changes.

# Day in the life of the... Development Team

## The Housing Development team purchase and builds new homes to rent to Council Tenants'

The team purchase newly constructed homes (typically from private developers) to add to our affordable housing stock. They also purchase existing, older properties which are suitable to meet the local housing need.

They also design and build our own properties on Council owned land.

The Development team oversee all the processes from start to finish; from design or viewing properties through to handover to our Housing Management team.



The homes are let as social or affordable rented homes properties and also shared ownership homes.

Their role is key to achieving the Council's ambition of increasing our affordable housing stock and ultimately providing, better and safer homes and creating greater access to affordable housing. Every home delivered is a step toward a better future for our residents and those waiting on the Housing Waiting list.

# Your Home, Your Voice: Summer Roadshows

This summer, Dover District Council's Housing Team hit the road to meet tenants face-to-face in three local communities - Aylesham, Deal, and Dover - as part of our 'Your Home, Your Voice' roadshow series.

These events were designed to bring housing services directly to residents, offering support, advice, and a chance to have your say in a relaxed and friendly setting.

Aylesham Roadshow – Our first stop was Aylesham, where housing staff and Mears representatives spoke to local residents. Housing Officers knocked on doors and welcomed tenants to a pop-up event in the heart of the community. Residents shared feedback on repairs, tenancy issues, and local improvements, while children enjoyed games and activities. The event helped us identify key concerns and take action on the spot.

Deal Roadshow – Next, we visited Deal, where the team continued door-knocking and



hosted another successful roadshow. Tenants appreciated the opportunity to speak directly with staff about their homes and neighbourhoods. The relaxed setting encouraged open conversations, and several issues were resolved or scheduled for follow-up.

Aycliffe Roadshow – The final roadshow took place in Aycliffe where tenants met with Housing Officers and Mears to discuss repairs, maintenance, and tenancy support. Families enjoyed fun

activities, and the event wrapped up the summer series with a strong sense of community and collaboration.

## Thank You for Joining Us!

We're grateful to everyone who took part in the roadshows. Your feedback helps us to improve services and strengthen our connection with tenants. If you missed the events, have further questions or want the roadshow to come to your area, please contact us at [tenantinvolvement@dover.gov.uk](mailto:tenantinvolvement@dover.gov.uk).

Together, we're making housing services more accessible, responsive, and tenant-led.

# Tenant Satisfaction Measures - Results are in!

We have enclosed a new survey and freepost envelope with this Newsletter, this is to collect the Tenant Satisfaction Measures for next year (2025-26) for us to know what you think of our service every year. Please return this to us to have your voice heard, and also a chance of winning 3x £100 prizes.

We're pleased to share the results of this year's Tenant Satisfaction Measures, which reflect your experiences and feedback about the services we provide. These results are a vital part of how we listen to you, understand what's working well, and identify areas where we need to improve.

Over the past year, we've worked hard to ensure our homes are safe, well-maintained, and that our services are responsive and fair. Your feedback helps us stay accountable and make meaningful changes that matter to you. Here are the results which have been reported to the Regulator of Social Housing for the 2024-25 year period:

Tenant Satisfaction Measure Perception Measures (Tenant Survey 2024)	Reported 2024-25	Reported 2023-24
Proportion of respondents who report that they are satisfied with the overall service from their landlord.	77.3%	68.00%
Proportion of respondents who have received a repair in the last 12 months who report that they are satisfied with the overall repairs service.	78.7%	72.80%
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.	73.1%	68.70%
Proportion of respondents who report that they are satisfied that their home is well maintained.	74.4%	64.40%
Proportion of respondents who report that they are satisfied that their home is safe.	81%	70.20%
Proportion of respondents who report that they are satisfied that their landlord listens to tenant views and acts upon them.	61.9%	53.90%
Proportion of respondents who report that they are satisfied that their landlord keeps them informed about things that matter to them.	66.3%	59.50%
Proportion of respondents who report that they agree their landlord treats them fairly and with respect.	78.7%	71.10%
Proportion of respondents who report making a complaint in the last 12 months who are satisfied with their landlord's approach to complaints handling.	48.30%	34.20%
Proportion of respondents with communal areas who report that they are satisfied that their landlord keeps communal areas clean and well maintained.	59.6%	55.20%
Proportion of respondents who report that they are satisfied that their landlord makes a positive contribution to the neighbourhood.	57.6%	51.20%
Proportion of respondents who report that they are satisfied with their landlord's approach to handling anti-social behaviour.	54.0%	49.30%
<b>Building Safety</b>		
Proportion of homes for which all required gas safety checks have been carried out.	99.9%	100%
Proportion of homes for which all required fire risk assessments have been carried out.	94%	95.4%
Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out.	92.7%	99.5%
Proportion of homes for which all required legionella risk assessments have been carried out.	100%	100%
Proportion of homes for which all required communal passenger lift safety checks have been carried out.	100%	100%
<b>Anti-social Behaviour</b>		
Number of anti-social behaviour cases opened per 1,000 homes.	104.3	49.8
Number of anti-social behaviour cases that involve hate incidents opened per 1,000 homes.	1.3	1.4
<b>Decent Homes Standard and Repairs</b>		
Proportion of homes that do not meet the Decent Homes Standard. (Lower percentage is better).	2.50%	3.90%
Proportion of non-emergency responsive repairs completed within the landlord's target timescale. (Higher percentage is better).	91.4%	67.30%
Proportion of emergency responsive repairs completed within the landlord's target timescale. (Higher percentage is better).	100%	95.30%
<b>Complaints</b>		
Number of stage one complaints received per 1,000 homes.	34.7	27.7
Number of stage two complaints received per 1,000 homes.	4.7	4.1
Proportion of stage one complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales.	93.5%	89.3%
Proportion of stage two complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales.	100%	100%