



BS01

100%

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

Sample size 7652*



BS02

100%

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

Sample size 365*



BS03

100%

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

Sample size 7812*



BS04

100%

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

Sample size 19*



BS05

100%

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

Sample size 10*



NM01

3.8

Number of anti-social behaviour cases opened per 1,000 homes.

Sample size 7812**



NM02

0.1

Number of anti-social behaviour cases that involve hate incidents opened per 1,000 homes.

Sample size 7812**



RP01

0%

Proportion of homes that do not meet the Decent Homes Standard.

Sample size 7812***



RP02a

76.8%

Proportion of non-emergency responsive repairs completed within the landlord's target timescale.

Sample size 19264***



RP02b

100%

Proportion of emergency responsive repairs completed within the landlord's target timescale.

Sample size 3720***

Stage 1 Complaints



CH01

31.6

Number of stage one complaints made by tenants in the relevant stock type during the reporting year per 1,000 homes score.



CH02

100%

Proportion of stage one complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales.

Stage 2 Complaints



CH01

2.3

Number of stage two complaints made by tenants in the relevant stock type during the reporting year per 1,000 homes.



CH02

88.8%

Proportion of stage two complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales.

* Denominator used in the calculation of the TSM as defined in the TSM technical requirements

** Denominator number of dwelling units owned by Ipswich Borough Council at year end

*** Denominator used in the calculation of the TSM as defined in the TSM technical requirements