



IPSWICH
BOROUGH COUNCIL

Tenant Satisfaction Measures 23-24

KPI'S GENERATED FROM MANAGEMENT INFORMATION



100%

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

Sample size 7652*



100%

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

Sample size 365*



100%

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

Sample size 7812*



100%

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

Sample size 19*



100%

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

Sample size 10*



3.8%

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

Sample size 7812**



0.1%

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

Sample size 7812**



0%

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

Sample size 7812***



76.8%

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

Sample size 19264***



100%

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

Sample size 3720***

* 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