

Management Measures	Runnymede	National Average
BS01: Proportion of homes for which all required <b>gas safety</b> checks have been carried out	99.81%	99.97%
BS02: Proportion of homes for which all required <b>fire risk assessments</b> have been carried out	99.7%	100%
BS03: Proportion of homes for which all required <b>asbestos management</b> surveys or re-inspections have been carried out	100%	100%
BS04: Proportion of homes for which all required <b>legionella risk</b> assessments have been carried out	100%	100%
BS05: Proportion of homes for which all required communal <b>passenger lift safety</b> checks have been carried out	100%	100%
RP01: Proportion of homes that do not meet the <b>Decent Homes Standard</b>	15.1%	0.3%
RP02(1): Proportion of <b>non-emergency responsive repairs</b> completed within the landlord's target timescale	75.8%	83.2%
RP02(2): Proportion of <b>emergency responsive repairs</b> completed within the landlord's target timescale	85.3%	95.9%
NM01: Number of <b>anti-social behaviour cases</b> , opened per 1,000 homes	35.2	35.2
NM02: Number of <b>anti-social behaviour cases</b> that involve hate incidents opened per 1,000 homes	0	0.7
CH01(1): Number of <b>stage one complaints</b> received per 1,000 homes	39	49.3
CH01(2): Number of <b>stage two complaints</b> received per 1,000 homes	3.52	8.0
CH02(1): Proportion of <b>stage one complaints</b> responded to within the Housing Ombudsman's Complaint Handling Code timescales	29.7%	93.4%
CH02(2): Proportion of <b>stage two complaints</b> responded to within the Housing Ombudsman's Complaint Handling Code timescales	40%	91.5%