

Management Information

TSM Reference	Runnymede 2024/25	Average (median landlord) 2024/25	Runnymede 2025/26
BS01: Proportion of homes for which all required gas safety checks have been carried out	99.8%	100%	99.9%
BS02: Proportion of homes for which all required fire risk assessments have been carried out	99.7%	100%	100%
BS03: Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out	100%	100%	100%
BS04: Proportion of homes for which all required legionella risk assessments have been carried out	100%	100%	100%
BS05: Proportion of homes for which all required communal passenger lift safety checks have been carried out	100%	100%	100%
RP01: Proportion of homes that do not meet the Decent Homes Standard	15.1%	0.5%	6.8%
RP02(1): Proportion of non-emergency responsive repairs completed within the landlord's target timescale	75.8%	82.5%	74.1%
RP02(2): Proportion of emergency responsive repairs completed within the landlord's target timescale	85.3%	94.9%	83.3%
NM01: Number of anti-social behaviour cases , opened per 1,000 homes	35.2	36	30.6
NM02: Number of anti-social behaviour cases that involve hate incidents opened per 1,000 homes	0	0.7	0.3
CH01(1): Number of stage one complaints received per 1,000 homes	39	53.5	34.3
CH01(2): Number of stage two complaints received per 1,000 homes	3.52	8.3	2.8
CH02(1): Proportion of stage one complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales	29.7%	89.9%	24.7%
CH02(2): Proportion of stage two complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales	40%	88.9%	62.5%