

Appendix A

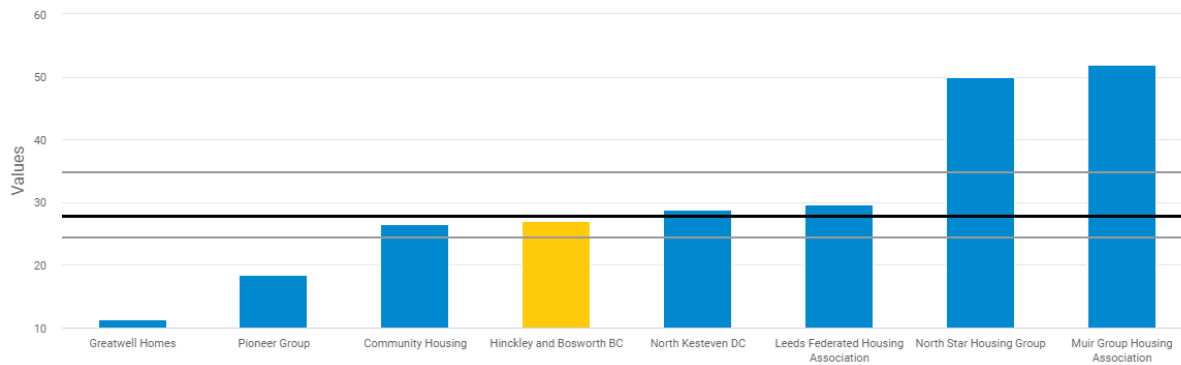
Void Turnaround Times - Benchmarking

Only a small number of local authorities return data to House Mark regarding their repairs only element of void turnaround times. The dataset below shows the data for 2022-2023. (2023-2024 will not be published until Q3 this year).

As part of benchmarking practices, it should be noted that landlords have a different approach to what work they will carry out whilst their property is empty. Some landlords will complete all works, so that tenants can move in with little disruption or the need for repairs contractors to return. Others will clean the property, carry out any category 1 hazard works, and re-let the property. They will then complete remedial works whilst the new tenant is living in the property. There are then others who will do something in between those two ends of the scale.

Hinckley and Bosworth complete all internal works to the property, prior to the tenant moving in. External works are completed if they pose a health and safety risk, and any non-urgent external work is carried out under the responsive repairs contract.

Average days taken to complete void repairs

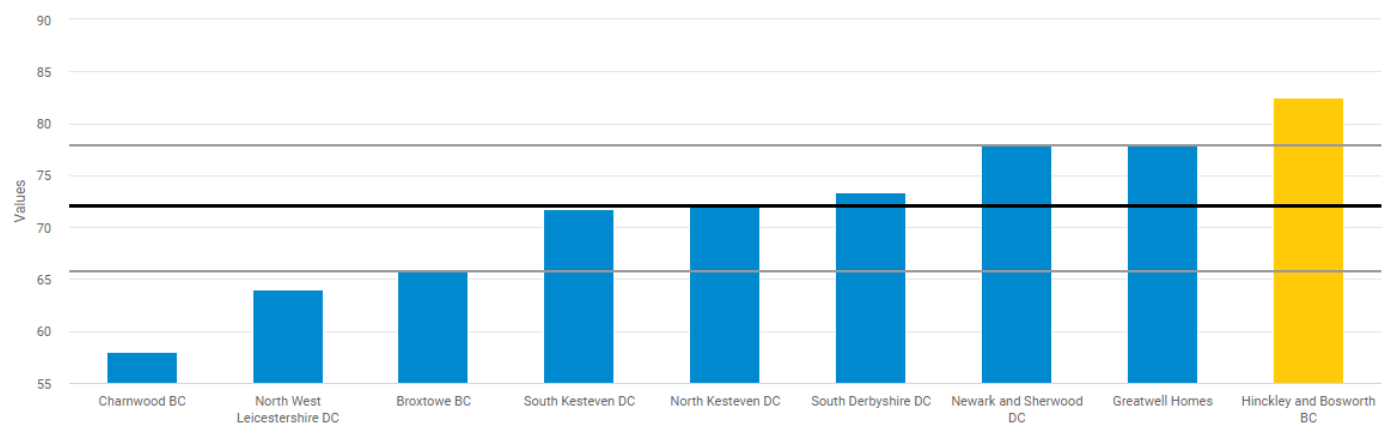


Tenant Satisfaction/Benchmarking.

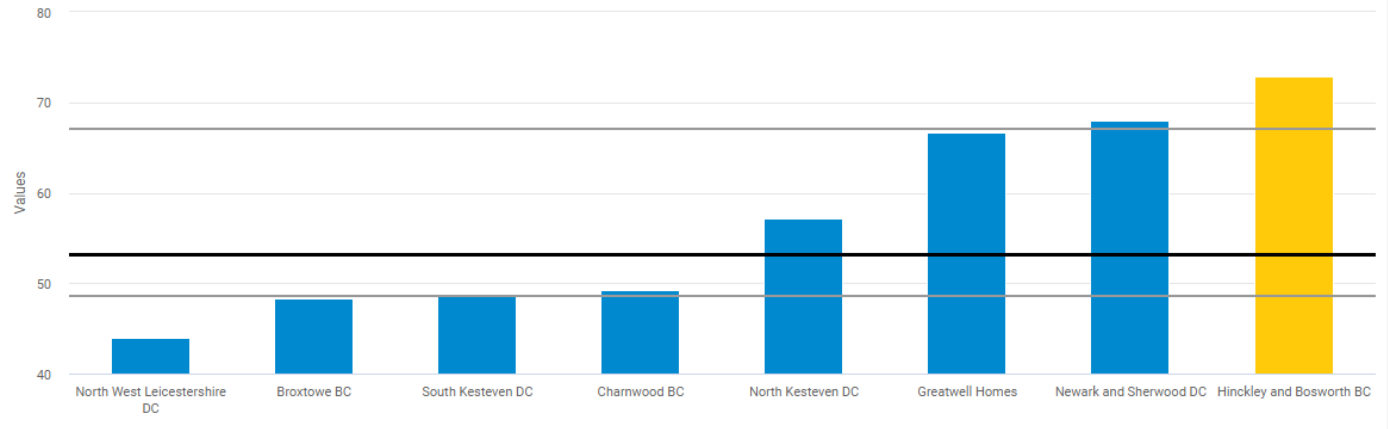
Our most recent perception survey, demonstrated in a dataset with authorities across the East Midlands, shows that the service provided has a high level of satisfaction. We also saw higher levels of satisfaction than our peers across all 12 TSM questions (in the House Mark mid-year outturn).

Our highest level of satisfaction is 89% - tenants satisfied that their home is safe.

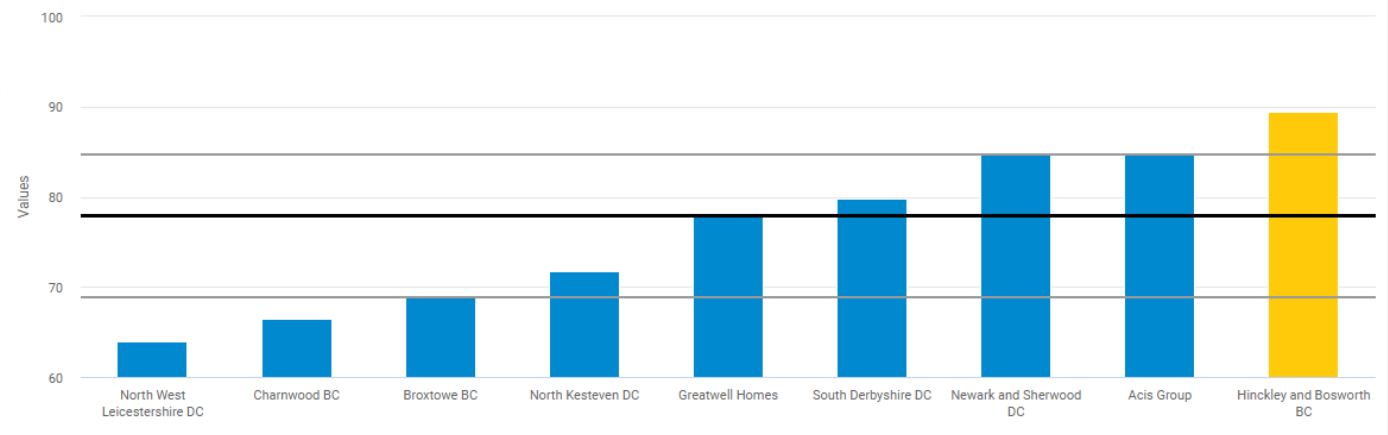
Satisfaction with the service provided - LCRA



Satisfaction that the landlord listens to tenant views and acts upon them - LCRA



Satisfaction that the home is safe - LCRA



Satisfaction with the overall repairs service over the last 12 months - LCRA

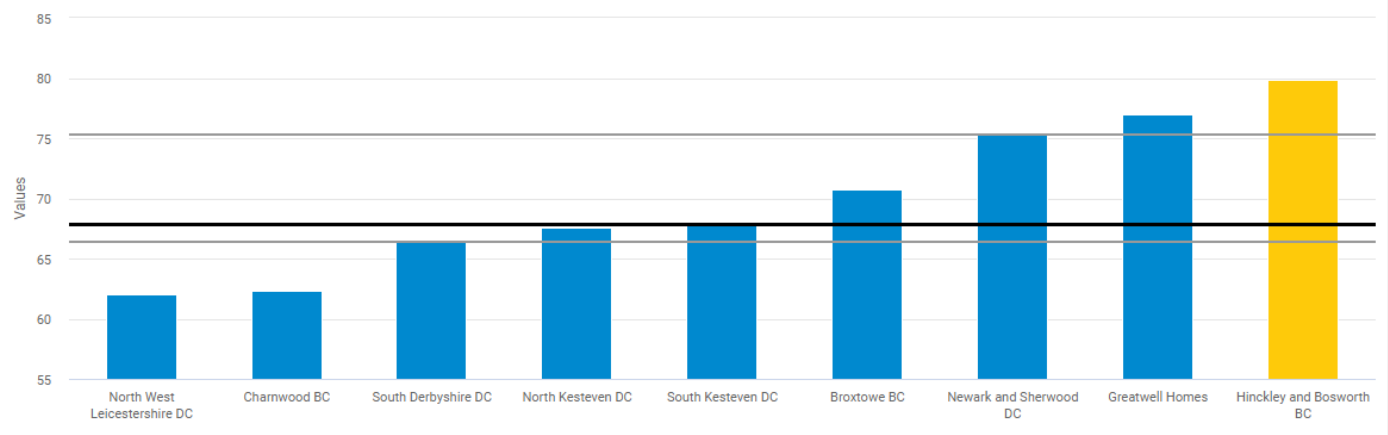


Figure 33: Hinckley and Bosworth Borough Council TSM scores benchmarked against 2023 mid-year scores

Measure	TSM Mid-Year Median	Hinckley TSM scores	Diff vs. Median
TP01: Proportion of respondents who report that they are satisfied with the overall service from Hinckley and Bosworth Borough Council.	72.3%	82.5%	+10.2%
TP02: Proportion of respondents who report that they are satisfied with the overall repairs service from Hinckley and Bosworth Borough Council over the last 12 months	74.5%	79.9%	+5.4%
TP03: Proportion of respondents who report that they are satisfied with the time taken to complete their most recent repair after they reported it	70.0%	80.7%	+10.7%
TP04: Proportion of respondents who report that they are satisfied that Hinckley and Bosworth Borough Council provides a home that is well maintained	72.2%	81.5%	+9.3%
TP05: Proportion of respondents who, when thinking about the condition of their property or the building they live in, report that they are satisfied that Hinckley and Bosworth Borough Council provides a home that is safe	78.7%	89.4%	+10.7%
TP06: Proportion of respondents who report that they are satisfied with Hinckley and Bosworth Borough Council listening to their views and acting upon them	61.0%	72.9%	+11.9%
TP07: Proportion of respondents who report that they are satisfied with Hinckley and Bosworth Borough Council keeping them informed about things that matter to them	71.4%	78.9%	+7.5%
TP08: Proportion of respondents who report that they agree with the statement: "Hinckley and Bosworth Borough Council treats me fairly and with respect"	78.2%	87.5%	+9.3%
TP09: Proportion of respondents who report that they are satisfied with Hinckley and Bosworth Borough Council's approach to complaints handling	34.0%	46.5%	+12.5%

TP10: Proportion of respondents who report that they are satisfied Hinckley and Bosworth Borough Council keeps communal areas clean and well maintained	66.0%	73.6%	+7.6%
TP11: Proportion of respondents who report that they are satisfied Hinckley and Bosworth Borough Council make a positive contribution to their neighbourhood	64.0%	76.1%	+12.1%
TP12: Proportion of respondents who report that they are satisfied with Hinckley and Bosworth Borough Council's approach to handling anti-social behaviour	57.6%	73.6%	+16.0%