

Tenant Satisfaction measured by the landlord 2023 (date of report 12/3/24)

Question	Score	Notes
Decent Homes Standard Percentage of Homes that don't meet the decent Homes Standard	0%	Trustees are actioning points raised from the quinquennial inspections of their properties
Repairs Repairs completed with target timescale (emergency and non- emergency repairs requested by tenants)	100%	
Gas Safety Checks 2023 Percentage of homes that have had all the necessary gas safety checks.	100%	
Fire Risk Assessments 2023 Percentage of homes in buildings that have had all the necessary fire risk assessments.	100%	New JBH Fire Risk completed. Fire Doors replaced and Fire detection upgraded at JBH
Asbestos Safety Checks 2023 Percentage of homes in buildings that have had all the necessary asbestos management surveys or re-inspections	100%	
Water safety checks Percentage of Homes that have had all the necessary legionella risk assessments	100%	Reviewed by trustees
Lift safety checks 2023 Percentage of homes in buildings where the communal passenger lifts have had all the necessary safety checks	100%	
Complaints relative to size of landlord The number of complaints the landlord receives for each 1,000 homes they own	NA	JBSTA only has 16 properties
Complaints responded to within complaint handling scale timescales Percentage of complaints the landlord responds to within the times set by the Housing Ombudsman's Complaint Handling Code.	100%	JBH residents unhappy with new fire doors that are too heavy to open.
Antisocial cases relative to the size of the landlord The number of anti-social behaviour cases opened for each 1,000 homes.	NA	No incidents of antisocial behaviour
Fixed Wiring Checks 2023 The number of properties that have up to date fixed wiring checks	100%	Issues with differing standards of competence from qualified NICEIC electricians.

