



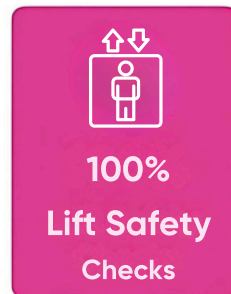
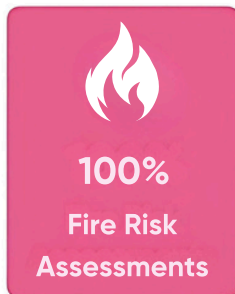
# TSM Performance Snapshot

2024/25

Based on 1,874 homes as set out in our Corporate Plan



## Building Safety Checks



## A Neighbourhood Management



4.8

ASB\* cases  
per 1,000 homes

0

Hate incident cases  
per 1,000 homes



## Repairs Performance

Homes not meeting DHS*	5.4%
Routine repairs on time	82.4%
Emergency repairs on time	94.0%



## Complaints Handling

65.6	57.7
Stage 1 Complaints	Responded on time*
11.2	52.4
Stage 2 Complaints	Responded on time*

\*ASB stands for **Anti-Social Behaviour**

\*DHS stands for **Decent Homes Standard**

\*Within the **Housing Ombudsman's Complaint Handling Code** timescales