

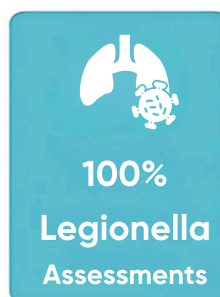
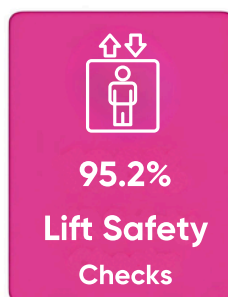


TSM Performance Snapshot

2025/26



Building Safety Checks



Anti- Social Behaviour (ASB)



35.5

ASB cases
per 1,000 homes

0.5

Hate incident
cases
per 1,000 homes



Complaints Handling

LCRA*

62

Stage 1
Complaints

LCHO

151.2

Stage 1
Complaints

**ALL STOCK
(LCRA+LCHO)**

65.7

Stage 1
Complaints

100

Responded
on time*

100.0

Responded
on time*

100.0

Responded
on time*

23.7

Stage 2
Complaints

69.8

Stage 2
Complaints

25.6

Stage 2
Complaints

97.3

Responded
on time*

100.0

Responded
on time*

97.7

Responded
on time*



Repairs Performance

Homes not meeting DHS*

1.6%

Routine repairs on time

92.5%

Emergency repairs on
time

99.4%

*DHS stands for **Decent Homes Standard**

*LCRA based on stock we own .

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