

TSM CODE	PERFORMANCE INDICATOR	2024 YE	2025 YE	SECTOR MEDIAN
RP01	HOMES THAT DO NOT MEET DHS	0.0%	0.0%	0.5%
RP02	REPAIRS NON-EMERGENCY	83.9%	44.3%	82.5%
RP02	REPAIRS EMERGENCY	50.0%	64.3%	94.9%
BS01	GAS SAFETY	N/A	N/A	100.0%
BS02	FIRE SAFETY	100.0%	100.0%	100.0%
BS03	ASBESTOS SAFETY	N/A	N/A	100.0%
BS04	WATER SAFETY	100.0%	100.0%	100.0%
BS05	LIFT SAFETY	100.0%	100.0%	100.0%
CH01	COMPLAINTS STAGE 1	0.0	32.1	40.1
CH01	COMPLAINTS STAGE 2	0.0	4.6	10.9
CH02	COMPLAINTS RESPONDED WITHIN CODE STAGE 1	N/A	100.0%	86.0%
CH02	COMPLAINTS RESPONDED WITHIN CODE STAGE 2	N/A	100.0%	86.0%