

EMH TSM Report 26/27



Area	TSM	Q4 / Year End (25/26)	Q1	±	Target	RAG	Benchmark (24/25)
ASB	Anti-Social Behaviour Cases Relative to the Size of the Business	28.56	9.46	≤	36.00	●	36.00
ASB	Anti-Social Behaviour Cases That Involve Hate Relative to the Size of the Business	0.50	0.26	≤	0.70	●	0.70
Complaints	LCHO Stage 1 Complaints Relative to Size of Business	19.46	6.45	≤	15.00	●	40.10
Complaints	LCHO Stage 2 Complaints Relative to Size of Business	8.52	1.72	≤	7.00	●	10.90
Complaints	LCRA Stage 1 Complaints Relative to Size of Business	65.59	14.19	≤	65.00	●	53.50
Complaints	LCRA Stage 2 Complaints Relative to Size of Business	15.36	3.67	≤	15.00	●	8.30
Complaints	Stage 1 Complaints Responded to Within Timescales With Extension	95.85%	99.61%	≥	97.00%	●	89.90%
Complaints	Stage 2 Complaints Responded to Within Timescales With Extension	93.59%	100.00%	≥	95.00%	●	88.90%
Repairs	Emergency Repairs Completed Within Target Timescales	97.33%	96.49%	≥	95.00%	●	94.90%
Repairs	Responsive Repairs Completed Within Target Timescales	82.45%	80.64%	≥	90.00%	●	82.50%
Servicing	Annual Gas Safety Check	99.40%	99.12%	≥	100.00%	●	100.00%
Servicing	Asbestos Assessment	100.00%	95.76%	≥	100.00%	●	100.00%
Servicing	Electrical Installation Condition Report	97.36%	97.91%	≥	100.00%	●	No Benchmark Data
Servicing	Fire Risk Assessments	100.00%	100.00%	≥	100.00%	●	100.00%
Servicing	Legionella Risk Assessment	100.00%	100.00%	≥	100.00%	●	100.00%
Servicing	Lifts (Passenger & Platform)	100.00%	100.00%	≥	100.00%	●	100.00%
Servicing	Proportion of Homes That Do Not Meet Decent Homes Standard	0.85%	0.85%	≤	1.00%	●	0.50%