

TDC Dashboard

Exception Report

No exceptions to report this month.

| | Performance 2024-25 | Trend | Actual 2025-26 YTD | Target 2025-26 | Current Month | Previous Month |
|---|------------------------|---|--------------------------|-------------------|------------------|-------------------|
| Compliance | | | | | | |
| Gas safety checks up to date (%) | 100% |  | 100% | 100% | 100% | 100% |
| Electrical certificates - 5 years up to date (%) | 100% |  | 100% | 100% | 100% | 100% |
| Fire risk assessments annual review | 100% |  | 100% | 100% | 100% | 100% |
| Properties with an asbestos survey | 100% |  | 100% | 100% | 100% | 100% |
| Water Hygiene Monthly inspections | 100% |  | 100% | 100% | 100% | 100% |
| Passenger Lift services completed | 100% |  | 100% | 100% | 100% | 100% |
| Number of open damp and mould cases | 0 |  | 0 | N/A | 0 | 0 |
| Business Health | | | | | | |
| Total arrears as a % of annual debt | 3.29% |  | 2.23% | 3.20% | 2.23% | 1.21% |
| Void loss on homes as a % of gross rent | 0% |  | 0.27% | 0.50% | 0.00% | 0.00% |
| Average re-let time - All including major works voids (calendar days) | 0 |  | - | 25 | - | - |
| ASB | | | | | | |
| Number of open ASB cases | 0% |  | 0 | N/A | 0 | 0 |
| Customer Satisfaction with management of ASB | - |  | - | 96% | - | - |
| Customer Satisfaction | | | | | | |
| Complaints acknowledged within 5 days | 100% |  | 100% | 100% | 100% | - |
| No. of complaints | 1 |  | 1 | N/A | 1 | 0 |