

## Annex B

### TCMR Framework and Banding

Indicator	Green	Amber	Red
Estate Cleanliness	< 4 counts per block	4 to < 8 counts per block	≥ 8 counts per block
Estate Maintenance	< 4 counts per block	4 to < 8 counts per block	≥ 8 counts per block
Lift Performance <sup>[1]</sup>	≥ 8 points	4 to < 8 points	< 4 points
S&CC Arrears Management <sup>[2]</sup>	≥ 8 points	4 to < 8 points	< 4 points
Corporate Governance	Full compliance of checklist with <u>no</u> observation from Auditor	<u>Either</u> 1 item of non-compliance in the checklist only <u>OR</u> 1 observation from Auditor only	At least 1 item each of checklist non-compliance and observations from Auditor <u>OR</u> 2 or more items in either category

Note:

[1] If the result for lift performance is green, this generally means that for every 10 lifts, less than 2 breakdowns occur per month and less than 2 in 100 lifts have a non-functioning ARD.

[2] If the result for S&CC arrears is green, this generally means that less than 4 in 100 households owe arrears for 3 months or more and less than 40% of the monthly collectible S&CC for the town is overdue.