

Year	2020	2021	2022	2023	2024
Proactive – HHS cases	176	159	477	556	422
Complaint – HHS cases	17	34	164	414	197
Total	193	193	641	970	619

Notes:

Proactive cases are where TCIT proactively engages with Landlords to conduct a Healthy Homes compliance check. Complaint cases are where TCIT has received a complaint in relation to the Healthy Homes Standards.

Healthy Homes Standards Compliance check is defined as a check of the five physical healthy homes standards (insulation, heating, ventilation, draught stopping, moisture ingress and drainage), a check of Healthy Homes Compliance statements and Healthy Homes 'intent to comply' statements.

Healthy Homes 'intent to comply statements' where Landlords sign a statement of intent to comply with the healthy homes' standards in any new, varied, or renewed tenancy agreement was required from **1 July 2019**.

Healthy Homes Compliance Statements where Landlords are required to include a statement of their current level of compliance with the healthy homes' standards in most new or renewed tenancy agreements from **1 December 2020**.

The above provides an explanation as to why there is a total for 2020 provided.