



Performance

We want you to know how we are performing on key services like repairs, rent collection and anti-social behaviour.

Every quarter we share our performance from the previous three months in our tenant's newsletter, [Viewpoint](#) and on our [website](#).

We monitor performance regularly, so we can make appropriate changes when its lower than we like, and to acknowledge our teams' hard work where we have performed well.

Tenant Satisfaction Measures

From April 2023, all social landlords are required to capture and report back to the Regulator of Social Housing on a range of [Tenant Satisfaction Measures \(TSM's\)](#) – from home safety, repairs to whether you feel we listen.

From June this year, we began sharing our results with the [Social Housing Regulator](#). The Regulator will monitor the results against all other social housing providers to check tenants are receiving appropriate levels of service.

It's important you can see how we are performing as a landlord, so you can challenge us where we don't get things quite right and also to be reassured where we perform well. We will use this feedback to plan our work, and direct resources where we need to improve.

Surveys are carried out by Acuity on our behalf – they are a specialist independent research company. They contact a proportion of our tenants every quarter – you will not be asked to complete the survey more than once per year.

We use your feedback to establish where we are doing well, and where we may need to make improvements.

Eden Housing Association – Tenants' Handbook

Chapter 4: Safety 'to know how your landlord is performing'

We share our quarterly results on our website in our performance area. You can view past reports, and our latest TSM results [HERE](#).