



Tenant Satisfaction Measures Management Information 2024/25

Building Safety

BS01	Proportion of homes for which all required gas safety checks have been carried out.	100%	BS02	Proportion of homes for which all required fire risk assessments have been carried out.	100%	BS03	Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out.	100%	BS04	Proportion of homes for which all required Legionella risk assessments have been carried out.	100%	BS05	Proportion of homes for which all required communal passenger lift safety checks have been carried out.	100%
-------------	---	-------------	-------------	---	-------------	-------------	---	-------------	-------------	---	-------------	-------------	---	-------------

Repairs & Decent Home Standard

RP01	Proportion of homes that do not meet Decent Homes Standard.	0.0%	RP02	Proportion of non-emergency responsive repairs completed within the landlord's target timescales.	96.5%	RP03	Proportion of emergency responsive repairs completed within the landlord's target timescales.	98.1%
-------------	---	-------------	-------------	---	--------------	-------------	---	--------------

Anti-social Behaviour

NM01	Number of anti-social behaviour cases opened per 1,000 homes.	46.2	NM02	Number of anti-social behaviour cases that involve hate incidents opened per 1,000 homes.	0
-------------	---	-------------	-------------	---	----------

Complaints

CH01(1)	Number of stage 1 complaints received per 1,000 homes	27.9	CH01(2)	Number of stage 2 complaints received per 1,000 homes	5.2	CH02(1)	Proportion of stage 1 complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales	95.8%	CH02(2)	Proportion of stage 2 complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales	66.7%
----------------	---	-------------	----------------	---	------------	----------------	---	--------------	----------------	---	--------------

Our TSM summary of approach and questions can be found on our website <https://www.edenha.org.uk/find-a-home/about-us/performance-information/>

Timescales for Emergency Repairs are 24 hours; non-emergency responsive repairs, 20 working days or 60 working days for minor works. For more details please see our Repairs Policy <https://www.edenha.org.uk/find-a-home/about-us/policies-which-need-to-be-published-publically/>