



# TENANT SATISFACTION MEASURES 2024-25

## KPI'S GENERATED FROM MANAGEMENT INFORMATION



99.9%

Proportion of homes for which all required gas safety checks have been carried out.

Sample size 5,795\*



100%

Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out.

Sample size 440\*

100%

Proportion of homes for which all required fire risk assessments have been carried out.

Sample size 324\*



100%

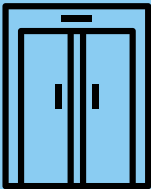
Proportion of homes for which all required legionella risk assessments have been carried out.

Sample size 15\*

48.6

Number of anti-social behaviour cases opened per 1,000 homes.

Sample size 6,376\*\*



100%

Proportion of homes for which all required communal passenger lift safety checks have been carried out.

Sample size 10\*



2.3%

Proportion of homes that do not meet the Decent Homes Standard.

Sample size 6,376\*\*

0

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

Sample size 6,376\*\*

77.4%

Proportion of non-emergency responsive repairs completed within the landlord's target timescale of 30 working days.

Sample size 16,743\*



42.8

Number of stage 1 complaints received per 1,000 homes.

Sample size 6,376\*\*

1

93.8%

Proportion of stage 1 complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales.

Sample size 273\*

92.7%

Proportion of emergency responsive repairs completed within the landlord's target timescale of 4 hours.

Sample size 2,710\*



5.2

Number of stage 2 complaints received per 1,000 homes.

Sample size 6,376\*\*

2

100%

Proportion of stage 2 complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales.

Sample size 33\*

\* Denominator used in the calculation of the TSM as defined in the TSM technical requirements

\*\* Denominator number of dwelling units owned by Epping Forest District Council at year end