



TENANT SATISFACTION MEASURES 23-24

KPI'S GENERATED FROM MANAGEMENT INFORMATION



99.9%

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

Sample size 5795*



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%

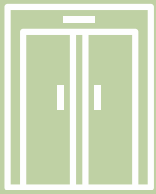
Proportion of homes for which all required legionella risk assessments have been carried out.

Sample size 15*

44.9

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

Sample size 6379**



100%

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

Sample size 10*



5.4%

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

Sample size 6379**

0

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

Sample size 6379**

74%

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

Sample size 18,228*



34.2

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

Sample size 6379**

78%

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

Sample size 218*

99.1%

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

Sample size 461*



3.3

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

Sample size 6379**

81%

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

Sample size 21*

* 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