



## **Eden Housing Association - Short notice inspection**

**Released 25 March 2010**

### **Summary**

This short notice inspection looked at how the association delivers day-to-day repairs and manages empty properties. Overall, there are more strengths than weaknesses in these services. We found it is easy for customers to access services in a range of convenient ways and queries are dealt with promptly by staff who are knowledgeable about service delivery arrangements. However, Eden Housing Association is yet to assess whether its activities are inclusive for all sections of the community and it is taking too long to let empty properties. A number of recommendations were made including, offering repairs appointments which limit the amount of time tenants have to allow access; arranging repairs appointments at the time the tenants report defects; agreeing and implementing a timetable to equality impact assess plans; ensuring a better understanding costs and setting efficiency targets.

Eden Housing Association has consulted its tenants on how to implement the recommendations and produce a robust action plan. The future prospects for improvement have been assessed as promising. EHA is one of the strongest performing housing associations for levels of tenant satisfaction with the overall service and the responsive repairs service. It is also one of the best performers for completing responsive repairs on time. There are improvements to a range of customer facing services including estate inspections and the standard of properties let to people in housing need. EHA is, however, behind in the areas of value for money and diversity when compared to many other housing associations.

The full Inspection Report can be viewed at

<http://www.audit-commission.gov.uk/housing/inspection/housingassociation/reports/Pages/edenhousingshortnoticeinspection17dec2009.aspx>