





















# **Operations Report (Public Version)**


**1 January 2018 to 31 March 2018**


## Executive Summary


	Performance	Target	Compliance with target	Trend Indicator	Managers Commentary
Void Loss as a % of rent debit cumulated over a rolling 13 week (quarter) figure	1.16%	1.32%			
Market Rental Rent Loss due to voids Rolling 3 month figure	2.01%	3%			
Average days to re-let a (managed) social housing rental dwelling <b>General Needs</b>	38 days	21 days			Skewed by re-let of long term voids
Average days to re-let a (managed) social housing rental dwelling <b>Supported Housing Housing for Older people</b>	53 days	28 days			
Rent arrears of current social housing tenants at the financial year-end as a % of rent debit	1.06%	1.5% (at the end of the year)			

	Performance	Target	Compliance with target	Trend Indicator	Managers Commentary
Rent arrears of Market Rental current tenants at the financial year-end as a % of rent debit	1.49%	1.7% (at the end of the year)			
ASB - % of serious case complainants conversed with directly within 24 hours of report.	100%	100%			No cases reported.
ASB - % of routine case complainants conversed with directly within 14 working days	96%	96%			
Emergency repairs completed within target (24 hrs)	88%	98%			338 jobs, 299 in time. Impacted by poor weather.
Percentage of social housing rental stock failing to meet Decent Homes Standard	2.00%	0%			Principally in two locations.


Meeting Target: 

Almost on Target: (<10%) 

Missing Target: (=>10%) 

Trend Improving 

Trend static/  
Slight change 

Trend declining 

EDEN HOUSING ASSOCIATION

GAS SERVICING QUARTERLY PERFORMANCE REPORT

To 31<sup>st</sup> March 2018



GAS SERVICING PERFORMANCE		
	Properties	Status
EHA Properties With Gas Supply	1121	
Properties With: Capped off supply	29	
Out of Management	5	
Void	24	
Current LGSR's	1119	
Out of Date LGSR	3	
In EHA No-Access Process	0	
Overall performance of current LGSR's	99.82%	

NO-ACCESS PERFORMANCE		
	Properties	
Stage 1 No-Access Notified to EHA <i>(After second contractor attempt)</i>	0	
Stage 2 EHA First Warning Letter Sent <i>(To make third &amp; final attempt)</i>	0	
Stage 3 EHA Second Warning Letter Sent <i>(Within 7 days of First Warning)</i>	1	
Stage 4 EHA Final Warning Letter Sent <i>(Within 7 days of Second Warning)</i>	0	
Stage 5 Apply for Injunction <i>(Within 7 days of Final Warning)</i>	0	
Total In EHA No-Access Process	1	

OUT-OF-DATE PERFORMANCE		
Length of Time Out-of-Date	Properties	
Less than 1 month	1	
Less than 2 months	0	
Less than 3 months	0	
More than 3 months	0	
Total In No-Access Process	1	

CONTRACTOR PERFORMANCE	
Services During Previous Period (Sept - Dec 17)	291
*Services where previous LGSR had expired	0
Serviced After Expiry of LGSR	0%

Note 1 A current Landlords Gas Safety Record certifies that a property has had a gas check and service within the last twelve months. We are statutorily obliged to undertake these checks annually to our homes.

Note 2 A traffic light system is used to indicate the status of current performance trends. Green denotes Improving, amber stable, red worsening.

