























Operations Report (Public Version)


1 April 2018 to 30 June 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	1.41%	1.16%			A number of long-term voids are contributing to void loss increasing.
Market Rental Rent Loss due to voids Rolling 3 month figure	21.62%	3%			One long term void really skewing the figures.
Average days to re-let a (managed) social housing rental dwelling General Needs	47 days	21 days			Skewed by re-let of long term voids
Average days to re-let a (managed) social housing rental dwelling Supported Housing Housing for Older people	78 days	28 days			
Rent arrears of current social housing tenants at the financial year-end as a % of rent debit	1.64%	1.5% (at the end of the year)			Anticipated to be on target by year end

	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	0%	1.7% (at the end of the year)			
ASB - % of serious case complainants conversed with directly within 24 hours of report.	100%	100%			
ASB - % of routine case complainants conversed with directly within 14 working days	100%	96%			
Emergency repairs completed within target (24 hrs)	92%	98%			191 jobs / 176 completed in time.
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 30th June 2018



GAS SERVICING PERFORMANCE		
	Properties	Status
EHA Properties With Gas Supply	1116	
Properties With: Capped off supply	32	
Out of Management	2	
Void	19	
Current LGSR's	1111	
Out of Date LGSR	0	
In EHA No-Access Process	0	
Overall performance of current LGSR's	100.00%	

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

OUT-OF-DATE PERFORMANCE		
Length of Time Out-of-Date	Properties	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	0	

CONTRACTOR PERFORMANCE	
Services During Previous Period (Sept - Dec 16)	309
*Services where previous LGSR had expired	02
Serviced After Expiry of LGSR	99.35%

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.

