























Operations Report (Public Version)


1 July 2018 to 30 September 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	1.44%	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	2.37%	3%			
Average days to re-let a (managed) social housing rental dwelling General Needs	69 days	21 days			Total of 43 properties let during the quarter. 3 let empty 17-19 weeks each due to major work required to them.
Average days to re-let a (managed) social housing rental dwelling Supported Housing Housing for Older people	92 days	28 days			3 let in assisted living schemes empty between 33-44 weeks each.
Rent arrears of current social housing tenants at the financial year-end as a % of rent debit	1.93%	1.5% (at the end of the year)			Number of UC cases increased from 30 on 25 th July 2018 to 60 on 30 th Sept 2018. When looking back at 2017/18, the level of arrears were at a similar level and we expect to be on target at the end of the financial 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	1.02%	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)	97%	98%			177 jobs raised / 172 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 September 2018



GAS SERVICING PERFORMANCE		
	Properties	Status
EHA Properties With Gas Supply	1115	
Properties With: Capped off supply	28	
Out of Management	2	
Void	25	
Current LGSR's	1112	
Out of Date LGSR	0	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	0	
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)	279
*Services where previous LGSR had expired	0
Serviced After Expiry of LGSR	100.00%

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.



