




















Eden Housing Association – How are we doing?

Our quarterly performance progress report for: **Quarter 2 2021/22 July - September**

	Performance worsened		we are on target
	Performance unchanged		we are close to target
	Performance improved		we are below target

Previous Quarter performance	Result Quarter 2 2021/2022	Target	Position
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Customer Satisfaction				
Number of complaints received	6	12	No target	
% of surveyed tenants who would recommend EHA to friends and family	96%	97%	90%	
Repairs				
Satisfaction with contractor performance	88%	86%	90%	
Satisfaction with planned maintenance	Not reported	Not reported	90%	n/a
Emergency repairs completed on time	96%	93%	100%	
Other repairs completed on time	81%	86%	90%	
Rent collection				
Outstanding rent – current customers	1.184%	1.39%	1.4%	
Outstanding rent – Former customers	0.53%	0.55%	1%	
Tenancy management, Anti-social behaviour (ASB) and Estate Management (EM)				
Number of new ASB/ EM cases reported	73	57	No target	
Number of ASB/ EM cases closed	68	38	No target	
Re-let Properties				
Number of properties let	38	33	No target	
Average days to re-let property	52	40	28	
Void rent loss	1.104%	1.17%	1.3%	
Gas safety				
No of properties with LGSR gas certificate out of date	13	9	0	
Housing stock				
Number of properties failing to meet Decent Homes Standard	17	17	0	