












Eden Housing Association – How are we doing?



Our quarterly performance progress report for: **Quarter 3 2021/22 October – December**



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




Previous Quarter performance	Result Quarter 3 2021/2022	Target	Position
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Customer Satisfaction				
Number of complaints received	12	10	No target	
% of surveyed tenants who would recommend EHA to friends and family	97%	97%	90%	

Repairs				
Satisfaction with contractor performance	86%	89%	90%	
Satisfaction with planned maintenance	Not reported	Not reported	90%	n/a
Emergency repairs completed on time	93%	91%	100%	
Other repairs completed on time	86%	85%	90%	

Rent collection				
Outstanding rent – current customers	1.39%	1.6%	1.4%	
Outstanding rent – Former customers	0.55%	0.6%	1%	

Tenancy management, Anti-social behaviour (ASB) and Estate Management (EM)				
Number of new ASB/ EM cases reported	57	39	No target	
Number of ASB/ EM cases closed	38	42	No target	

Re-let Properties				
Number of properties let	33	54	No target	
Average days to re-let property	40	47	28	
Void rent loss	1.17%	1.11%	1.3%	

Gas safety				
No of properties with LGSR gas certificate out of date	9	11	0	

Housing stock				
Number of properties failing to meet Decent Homes Standard	17	17	0	