












Eden Housing Association – How are we doing?



Our quarterly performance progress report for: **Quarter 4 2021/22 January – March**



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




Previous Quarter performance	Result Quarter 4 2021/2022	Target	Position
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Customer Satisfaction				
Number of complaints received	10	7	No target	
% of surveyed tenants who would recommend EHA to friends and family	97%	93%	90%	

Repairs				
Satisfaction with contractor performance	89%	90%	90%	
Satisfaction with planned maintenance	Not reported	Not reported	90%	n/a
Emergency repairs completed on time	91%	92%	100%	
Other repairs completed on time	85%	94%	90%	

Rent collection				
Outstanding rent – current customers	1.6%	1.1%	1.4%	
Outstanding rent – Former customers	0.6%	0.5%	1%	

Tenancy management, Anti-social behaviour (ASB) and Estate Management (EM)				
Number of new ASB/ EM cases reported	39	37	No target	
Number of ASB/ EM cases closed	42	29	No target	

Re-let Properties				
Number of properties let	54	34	No target	
Average days to re-let property	47	33	28	
Void rent loss	1.11%	1.03%	1.3%	

Gas safety				
No of properties with LGSR gas certificate out of date	11	6	0	

Housing stock				
Number of properties failing to meet Decent Homes Standard	17	9	0	