


















Eden Housing Association – How are we doing?

Our quarterly performance progress report for: **Quarter 3 2022/23 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 2022/2023	Target	Position
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Customer Satisfaction				
Number of complaints received	13	13	No target	
% of surveyed tenants who would recommend EHA to friends and family	Not collected	93%	90%	n/a
Repairs				
Satisfaction with contractor performance	Not reported	Not reported	90%	n/a
Satisfaction with planned maintenance	Not reported	Not reported	90%	n/a
Emergency repairs completed on time	97%	89%	100%	
Other repairs completed on time	92%	94%	90%	
Rent collection				
Outstanding rent – current customers	2.1%	1.8%	1.4%	
Outstanding rent – Former customers	0.5%	0.6%	0.6%	
Tenancy management, Anti-social behaviour (ASB) and Estate Management (EM)				
Number of new ASB/ EM cases reported	40	36	No target	
Number of ASB/ EM cases closed	51	22	No target	
Re-let Properties				
Number of properties let	37	49	No target	
Average days to re-let property	34	40	28	
Void rent loss	0.7%	0.8%	1.7%	
Gas safety				
No of properties with LGSR gas certificate out of date	0	4	0	
Housing stock				
Number of properties failing to meet Decent Homes Standard	9	9	0	