







Eden Housing Association – How are we doing?

Our quarterly performance progress report for: **Quarter 4 2022/23 January - March**

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

Previous Quarter performance	Result Quarter 4 2022/2023	Target	Position
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Customer Satisfaction				
Number of complaints received	13	12	No target	▲
% of surveyed tenants who would recommend EHA to friends and family	93%	Not reported	90%	n/a
Repairs				
Satisfaction with contractor performance	Not reported	Not reported	90%	n/a
Satisfaction with planned maintenance	Not reported	95%	90%	▲
Emergency repairs completed on time	89%	99.6%	100%	▲
Other repairs completed on time	94%	94%	90%	↔
Rent collection				
Outstanding rent – current customers	1.8%	1.3%	1.4%	▲
Outstanding rent – Former customers	0.6%	0.6%	0.6%	↔
Tenancy management, Anti-social behaviour (ASB) and Estate Management (EM)				
Number of new ASB/ EM cases reported	36	39	No target	▼
Number of ASB/ EM cases closed	22	22	No target	↔
Re-let Properties				
Number of properties let	49	31	No target	▲
Average days to re-let property	40	38	28	▲
Void rent loss	0.8%	0.9%	1.7%	▼
Gas safety				
No of properties with LGSR gas certificate out of date	4	3	0	▲
Housing stock				
Number of properties failing to meet Decent Homes Standard	9	9	0	↔