



## Eden Housing Association – How are we doing?

Our quarterly performance progress report for:

Quarter 2 July - September 2024/25

|   |                                             |   |                                                      |
|---|---------------------------------------------|---|------------------------------------------------------|
| ▲ | Performance is better or the same as target | ↑ | This quarter's performance is better than last month |
| ▼ | Performance is worse than target            | → | This quarter's performance is the same as last month |
|   |                                             | ↓ | This quarter's performance is worse than last month  |

|                                                                                   | Better performance is | Target    | 24/25 Q1 | 24/25 Q2 | Performance against target | This quarters performance against last quarters |
|-----------------------------------------------------------------------------------|-----------------------|-----------|----------|----------|----------------------------|-------------------------------------------------|
| <b>Customer Satisfaction</b>                                                      |                       |           |          |          |                            |                                                 |
| Number of new complaints received                                                 |                       | No Target | 18       | 16       |                            |                                                 |
| % of surveyed tenants who are satisfied with EHA's overall service                | higher                | 80%       | 83%      | 82%      | ▲                          | ↓                                               |
| <b>Repairs</b>                                                                    |                       |           |          |          |                            |                                                 |
| Satisfaction with repairs                                                         | higher                | 80%       | 74%      | 80%      | ▲                          | ↑                                               |
| Responsive repairs completed on time                                              | higher                | 85%       | 94%      | 95%      | ▲                          | ↑                                               |
| Emergency repairs completed on time                                               | higher                | 100%      | 97%      | 99%      | ▼                          | ↑                                               |
| <b>Rent Collection</b>                                                            |                       |           |          |          |                            |                                                 |
| Outstanding rent – current customers                                              | lower                 | 1.40%     | 1.70%    | 1.72%    | ▼                          | ↓                                               |
| Outstanding rent – Former customers                                               | lower                 | 0.60%     | 0.50%    | 0.52%    | ▲                          | ↓                                               |
| <b>Tenancy management, Anti-social behaviour (ASB) and Estate Management (EM)</b> |                       |           |          |          |                            |                                                 |
| Number of new ASB/estate management cases reported                                |                       | No Target | 49       | 63       |                            |                                                 |
| Number of ASB/EM cases closed                                                     |                       | No Target | 50       | 58       |                            |                                                 |
| <b>Re-let properties</b>                                                          |                       |           |          |          |                            |                                                 |
| Number of properties let                                                          | lower                 | No Target | 38       | 37       |                            |                                                 |
| Average days to relet a property                                                  | lower                 | 28        | 64       | 61       | ▼                          | ↑                                               |
| Void rent loss                                                                    | lower                 | 1.75%     | 1.42%    | 1.50%    | ▲                          | ↓                                               |
| <b>Gas safety</b>                                                                 |                       |           |          |          |                            |                                                 |
| Number of properties with LGSR gas certificate out of date                        | lower                 | 0         | 0        | 0        | ▲                          | →                                               |
| <b>Housing Stock</b>                                                              |                       |           |          |          |                            |                                                 |
| Homes that do not meet the Decent Homes Standard                                  | lower                 | 0         | 4        | 4        | ▼                          | →                                               |