



Eden Housing Association – How are we doing?

Our quarterly performance progress report for:
Quarter 3 October - December 2024/25

▲	Performance is better or the same as target	⬆	This quarter's performance is better than last quarter
▼	Performance is worse than target	➡	This quarter's performance is the same as last quarter
		⬇	This quarter's performance is worse than last quarter

	Better performance is	Target	24/25 Q2	24/25 Q3	Performance against target	This quarter's performance against last quarters
Customer Satisfaction						
Number of new complaints received		No Target	16	7		
% of surveyed tenants who are satisfied with EHA's overall service	higher	80%	82%	82%	▲	➡
Repairs						
Satisfaction with repairs	higher	80%	80%	78%	▼	⬇
Responsive repairs completed on time	higher	85%	95%	98%	▲	⬆
Emergency repairs completed on time	higher	100%	99%	98%	▼	⬇
Rent Collection						
Outstanding rent – current customers	lower	1.40%	1.72%	1.60%	▼	⬆
Outstanding rent – Former customers	lower	0.60%	0.52%	0.43%	▲	⬆
Tenancy management, Anti-social behaviour (ASB) and Estate Management (EM)						
Number of new ASB/estate management cases reported		No Target	63	44		
Number of ASB/EM cases closed		No Target	58	50		
Re-let properties						
Number of properties let	lower	No Target	37	45		⬇
Average days to relet a property	lower	28	61	78	▼	⬇
Void rent loss	lower	1.75%	1.50%	1.49%	▲	⬆
Gas safety						
Number of properties with LGSR gas certificate out of date	lower	0	0	1	▼	⬇
Housing Stock						
Homes that do not meet the Decent Homes Standard	lower	0	4	4	▼	➡