



Eden Housing Association How are we doing?

Our quarterly performance
progress report for:
Quarter 4 January - March
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 Q3	24/25 Q4	24/25 full year	Performance against target	This quarter's performance against last quarters
Customer Satisfaction							
Number of new complaints received		No Target	7	6	48		
% of surveyed tenants who are satisfied with EHA's overall service	higher	80%	82%	83%	83%	▲	▲
Repairs							
Satisfaction with repairs	higher	80%	83%	76%	80%	▼	↓
Responsive repairs completed on time	higher	85%	98%	98%	97%	▲	→
Emergency repairs completed on time	higher	100%	98%	99%	98%	▼	▲
Rent Collection							
Outstanding rent – current customers	lower	1.40%	1.60%	1.24%		▲	▲
Outstanding rent – Former customers	lower	0.60%	0.43%	0.48%		▲	↓
Tenancy management, Anti-social behaviour (ASB) and Estate Management (EM)							
Number of new ASB/estate management cases reported		No Target	44	48	204		
Number of ASB/EM cases closed		No Target	50	34	192		
Re-let properties							
Number of properties let	lower	No Target	45	45	165		
Average days to relet a property	lower	28	78	85	73	▼	↓
Void rent loss	lower	1.75%	1.49%	1.45%		▲	▲
Gas safety							
Number of properties with LGSR gas certificate out of date	lower	0	1	0	0	▲	▲
Housing Stock							
Homes that do not meet the Decent Homes Standard	lower	0	4				
Tenant engagement							
% of tenants active in the tenant opinion panel	higher	15%	11.30%	11.30%	11.3%	▼	→
% of tenants engaged in scrutiny task force	higher	4%	8.00%	10.00%	10.0%	▲	▲
% of tenants actively engaged in Governance	higher	2%	0.50%	0.50%	0.5%	▼	→