



Eden Housing Association How are we doing?

Our quarterly performance To end June 2025

	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 25/26	24/25 Q4	25/26 Q1	Performance against target	This quarter's performance against last quarters
Customer Satisfaction						
Number of new complaints received		No Target	6	12		
% of surveyed tenants who are satisfied with EHA's overall service	higher	80%	83%	86%		
Repairs						
Satisfaction with repairs	higher	78%	76%	83%		
Responsive repairs completed on time	higher	90%	98%	97%		
Emergency repairs completed on time	higher	100%	99%	100%		
Rent Collection						
Outstanding rent – current customers	lower	1.50%	1.24%	1.52%*		
Outstanding rent – Former customers	lower	0.60%	0.48%	0.48%*		
Tenancy management, Anti-social behaviour (ASB) and Estate Management (EM)						
Number of new ASB/estate management cases reported		No target	48	52		
Number of ASB/EM cases closed		No target	34	50		
Re-let properties						
Number of properties let	lower	No target	45	29		
Average days to relet a property	lower	28	85	53		
Void rent loss	lower	1.71%	1.45%	1.09%*		

Gas safety						
Number of properties with LGSR gas certificate out of date	lower	0	0	0	▲	➡
Housing Stock						
Homes that do not meet the Decent Homes Standard	lower	0	0	0	▲	➡
Tenant engagement						
% of tenants active in the tenant opinion panel	higher	11%	11%	11%	▲	➡
% of tenants engaged in scrutiny task force	higher	4%	10%	10%	▲	➡
% of tenants actively engaged in Governance	higher	1%	1%	1%	▲	➡

* these metrics used figure for May 25