



Eden Housing Association How are we doing?

Our quarterly performance Quarty 1 April - June 26

▲	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 26/27	Previous Quarter 25/26 Q4	Last Quarter 26/27 Q1	Performance against target	This quarter's performance against last quarters
Customer Satisfaction						
% of surveyed tenants who are satisfied with EHA's overall service	higher	80%	84%	88%	▲	⬆
Number of new complaints received	n/a	no target	8	7		
Repairs						
Satisfaction with repairs	higher	80%	79%	86%	▲	⬆
Responsive repairs completed on time	higher	90%	92.7%	84.8%	▼	⬇
Emergency repairs completed on time	higher	100%	98.5%	100%	▲	⬆
Percentage of new emergency and significant risk damp cases, as defined in Awaab's law, inspected within timeframe	higher	100%	100%	100%	▲	➡
Percentage of new emergency hazards as defined by Awaab's law investigated within 24 hours (None Damp)	higher	100%	100%	100%	▲	➡
Rent Collection						
Outstanding rent – current customers	lower	1.50%	1.31%	1.33%	▼	⬇
Outstanding rent – Former customers	lower	0.60%	0.67%	0.48%	▲	⬆
Tenancy management, Anti-social behaviour (ASB) and Estate Management (EM)						
Number of new ASB/estate management cases reported	n/a	no target	44	68		
Number of ASB/EM cases closed	n/a	no target	45	79		
Number of evictions	n/a	no target		0		
Number of decants (temporary and permanent)	n/a	no target		1		

Re-let properties						
Number of properties let	lower	no target	29	35		↓
Average days to relet a general needs property	lower	28		65	▼	New KPI
Void rent loss	lower	1.40%	1.39%	1.80%	▼	↓
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Number of properties with LGSR gas certificate out of date	lower	0	0	0	▲	→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%	11.63%	11.63%	▲	→
% of tenants engaged in scrutiny task force	higher	4%	11.46%	1.20%	▼	↓
% of tenants actively engaged in Governance	higher	1.00%	0.60%	0.60%	▼	→