

Welcome to Performance 365

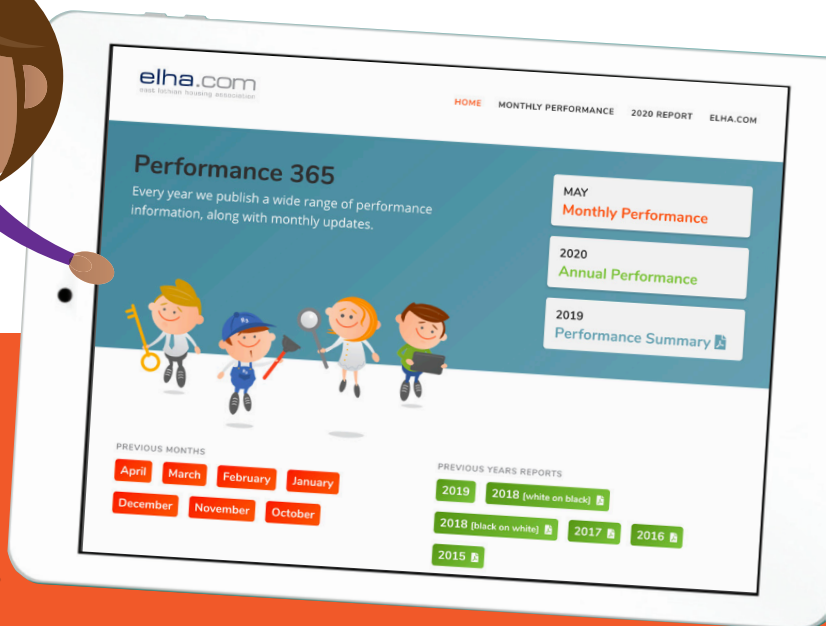
Check our latest results all year round
with our Performance 365 service



August 2020

Instead of sending a big book of results every year, we're now publishing our latest results **all day, every day**, on our **Performance 365** micro-site.

As well as annual figures, we publish monthly updates, and they are all available at the tap of a smartphone or the click of a mouse.




LATEST PERFORMANCE



Check our latest results all year round with our Performance 365 service.

SEE OUR RESULTS

To take a look, visit us at <https://performance365.elha.com> or click on the big silver 'Latest Performance' button at elha.com



Each outcome, set by the Scottish Housing Regulator, is explained, along with our performance
These are some of our figures for 2019/20

Number of emergency repairs completed

70

Number of non-emergency repairs completed

3,557

Average time to complete repairs

5.42 days

Average time to complete emergency repairs

1h 23min

Repairs completed right first time

95%



Key Facts

Gold and Platinum Key Tenant rent discounts given:	£60,870
Gains for tenants from the Money Advice Service:	£443,923
Visitors to elha.com:	78,391
Amount spent on tenancy sustainment:	£108,169
New tenants:	81
Average time to re-let empty homes:	19 days
Number of homes fitted with medical adaptations:	36
Current rent arrears:	£190,383
(That's 2.77% of our annual rental income)	

Performance 365 is designed to work on a smartphone, but it works just as well on a tablet or computer. We can also print a copy of any part of the site for you – just use Live help, call us or ask us and we'll send you what you need.

Most of all, please tell us what you think, and let us know about any other information you would like us to include!

How Each £ Was Spent



Year Ending 31 March 2020

Income

£

■ Rent & Service Charges	6,762,884
■ Release of Capital	
■ Housing Grant	1,332,637
■ Gain on Sale of Properties	0
■ Interest Received	34,950
■ Other Income	477,156

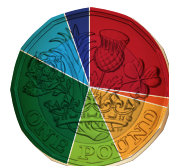
Income has increased to **£8,607,627** from **£8,300,409**

We sold no properties in 2019/20

Expenditure

£

■ Management & Maintenance Administration	2,070,777
■ Services	136,936
■ Reactive Maintenance	1,209,368
■ Bad Debts	20,605
■ Planned & Cyclical Maintenance	893,560
■ Housing Depreciation	2,013,077
■ Interest Payable	903,638
■ Other Expenditure	437,377



The Association's total expenditure increased to **£7,685,338** from **£7,359,578**. The main expenses were:

Interest payments of **£903,638**

Management and maintenance administration costs of **£2,070,777**

Property maintenance of **£2,102,928**

In addition, **£1,016,150** was spent on component replacements – this expenditure was capitalised.

If you would like this booklet in large print, high-contrast, or on CD, please let us know.



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*message charged at standard rates Scottish Charity No. SCO28900