

# Welcome to Performance 365

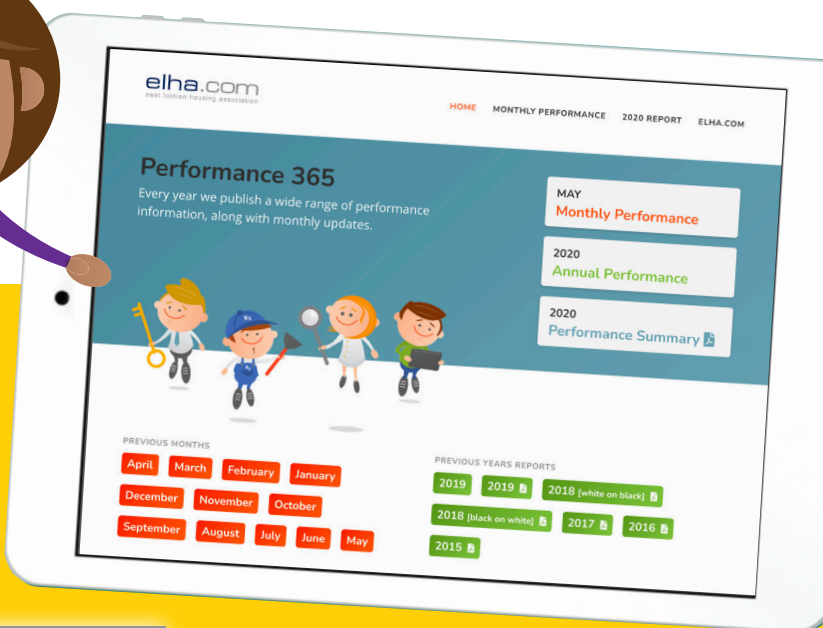
Check our latest results all year round  
with our Performance 365 service



August 2021

2020/21 was a very unusual year, but we were able to maintain almost all our services through our My Home online accounts and extended Live Help and telephone service opening hours. We are delighted to report we had a record low number of complaints (93) and a record high number of praise reports (510) during the year, whilst overall our performance was still very good in most areas.

You can read more about our performance for the year, or see month-by-month breakdowns on our **Performance 365** microsite.




## 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](https://elha.com)



Each outcome, set by the Scottish Housing Regulator, is explained, along with our performance  
These are some of our figures for 2020/21

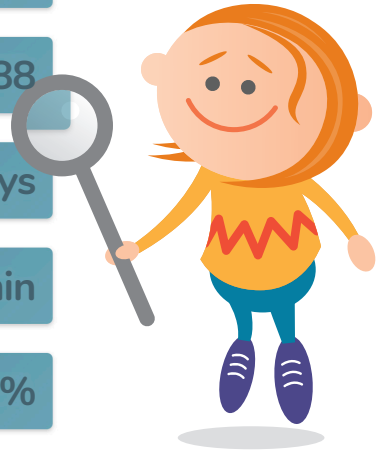
Number of emergency repairs completed 258

Number of non-emergency repairs completed 2,388

Average time to complete repairs 5.72 days

Average time to complete emergency repairs 1h 47min

Repairs completed right first time 91%



## Key Facts

Gold and Platinum Key Tenant rent discounts given:	£77,570
Gains for tenants from the Money and Home Energy Advice Service:	£473,144.76
Visitors to elha.com:	86,264
Amount spent on tenancy sustainment:	£3,626.72
New tenants:	53
Average time to re-let empty homes:	26 days
Number of homes fitted with medical adaptations:	20
Current rent arrears:	£199,001.07
(That's 2.84% 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 2021

## Income

£

■ Rent & Service Charges	7,022,084
■ Release of Capital Housing Grant	1,378,635
■ Gain on Sale of Properties	207,620
■ Interest Received	26,923
■ Other Income	468,009

Income has increased from £8,607,627 to £9,103,271

We sold two properties in 2020/21

## Expenditure

£

■ Management & Maintenance Administration	2,152,709
■ Services	136,819
■ Reactive Maintenance	1,049,203
■ Bad Debts	46,884
■ Planned & Cyclical Maintenance	843,279
■ Housing Depreciation	1,999,900
■ Interest Payable	840,173
■ Other Expenditure	444,464



The Association's total expenditure decreased to **£7,516,431** from **£7,685,338**. The main expenses were:

Interest payments of **£840,173**

Management and maintenance administration costs of **£2,152,709**

Property maintenance of **£1,892,482**

In addition, **£170,350** 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