

Welcome to Performance 365

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



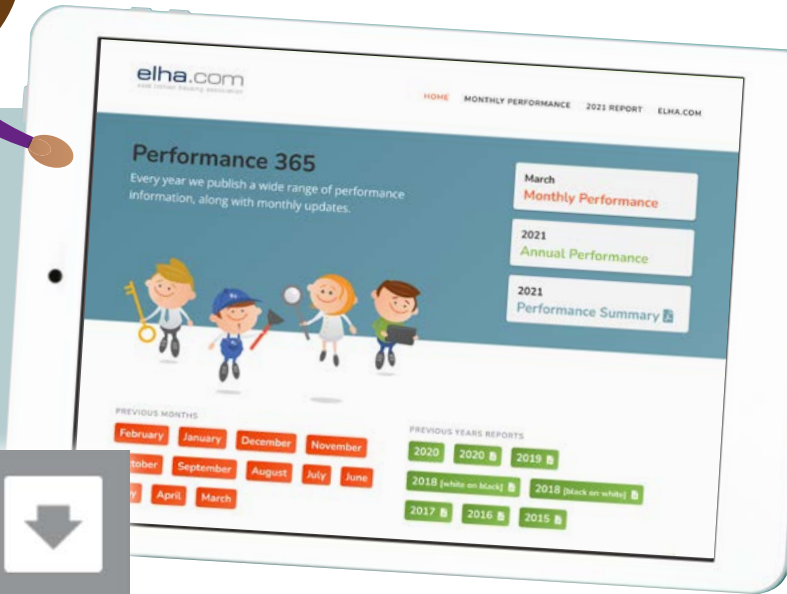
August 2022

Our digital services meant we could continue to provide largely normal services throughout 2021/22. Offline, our office reopened to the public in April 2021, and went back to normal opening hours in July 2021.

We're pleased to say that we have managed to keep our office doors open ever since, despite all that the pandemic threw at us last year.

Our rent arrears continued to go down and are now at their lowest level since 2008, whilst over 80% of our tenants now receive monthly Rent Discounts through our unique Key Tenant Scheme. In reletting homes, our performance is amongst the very best in Scotland. Although our performance has been very good, we hope we have seen the last of the pandemic now and look forward to brighter times ahead.

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



Each outcome, set by the Scottish Housing Regulator, is explained, along with our performance. These are some of our figures for 2021/22

Number of emergency repairs completed 245

Number of non-emergency repairs completed 2,748

Average time to complete repairs 7.6 days

Average time to complete emergency repairs 1h 7min

Repairs completed right first time 91.5%

Key Facts

Key Tenant Rent Discounts given:	£160,495
Gains for tenants from the Money & Home Energy Advice Service:	£198,962
Visitors to elha.com:	115,164
Amount spent on tenancy sustainment:	£2,047
New tenants:	72
Average time to re-let empty homes:	26 days
Number of homes fitted with medical adaptations:	26
Current rent arrears:	£174,103
	(That's 2.45% 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 2022

Income

£

■ Rent & Service Charges	7,149,646
■ Release of Capital Housing Grant	1,386,224
■ Gain on Sale of Properties	156,546
■ Interest Received	24,435
■ Other Income	688,471

Income has increased from £9,103,271 to £9,405,322

We sold two properties in 2021/22

Expenditure

£

■ Management & Maintenance Administration	2,165,384
■ Services	158,622
■ Reactive Maintenance	1,016,385
■ Bad Debts	5,867
■ Planned & Cyclical Maintenance	1,506,948
■ Housing Depreciation	2,045,071
■ Interest Payable	813,686
■ Other Expenditure	599,409



The Association's total expenditure increased to **£8,311,372** from **£7,516,431**. The main expenses were:

Interest payments of £813,686

Management and maintenance administration costs of £2,165,384

Property maintenance of £2,523,333

In addition, **£404,085** 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.



East Lothian Housing Association, 18-20 Market Street, Haddington, East Lothian EH41 3JL
 w: elha.com e: enquiries@elha.com t: 01620 825032 Text: elha + your message to 88222*

*message charged at standard rates Scottish Charity No. SCO28900