

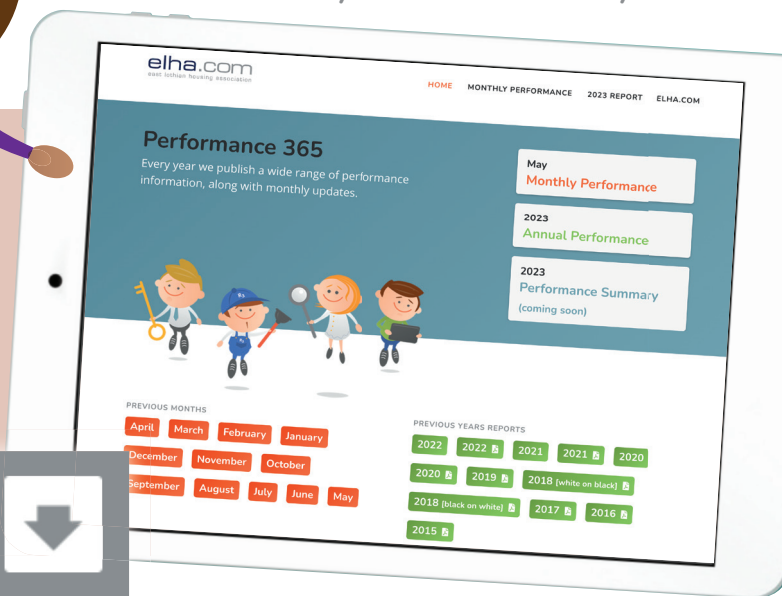
Welcome to Performance 365

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



Welcome to our 2022/23 Performance 365 report. Each year we publish our performance figures so you can see how well (or poorly) we are performing against the standards laid out in the Scottish Social Housing Charter. Last year, our performance was better than the national average in all but one of these standards - and of course we are working to improve on that one!

Our Digital Services meant we bounced back from the pandemic pretty quickly and our services largely ran as normal last year, despite some restrictions remaining during the first half of the year. Our rent arrears remain low, and we were delighted with a record response to our annual rent increase consultation, with 33.4% of tenants completing the survey. We understand the need to keep our rents as low as possible, and our Key Tenant Scheme, which remains unique in UK housing, saw 84.5% of our tenants receive monthly Rent Discounts last year.



LATEST PERFORMANCE



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

SEE OUR RESULTS

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

<https://performance365.elha.com>

Each outcome, set by the Scottish Housing Regulator, is explained along with our performance. These are some of our figures for 2022/23



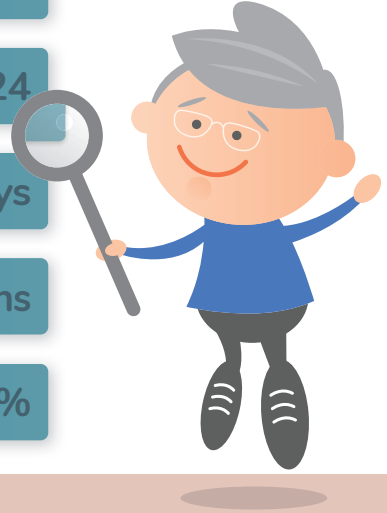
Number of emergency repairs completed 239

Number of non-emergency repairs completed 2,724

Average time to complete repairs 4.73 days

Average time to complete emergency repairs 1h 15mins

Repairs completed right first time 94%



Key Facts

Key Tenant Rent Discounts given:	£171,630
Gains for tenants from the Money & Home Energy Advice Service:	£254,055
Visitors to elha.com:	265,994
Amount spent on tenancy sustainment:	£2,176
New tenants:	90
Average time to re-let empty homes:	22 days
Number of homes fitted with medical adaptations:	41
Current rent arrears:	£206,928
	(That's 2.78% 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 the chat button, 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 2023

Income

£

■ Rent & Service Charges	7,472,559
■ Release of Capital Housing Grant	1,387,004
■ Gain on Sale of Properties	205,346
■ Interest Received	38,126
■ Other Income	464,568

Income has increased from £9,405,322 to £9,567,603

We sold one property in 2022/23

Expenditure

£

■ Management & Maintenance Administration	2,355,002
■ Services	132,540
■ Reactive Maintenance	1,282,594
■ Bad Debts	101,397
■ Planned & Cyclical Maintenance	1,259,645
■ Housing Depreciation	2,088,527
■ Interest Payable	942,916
■ Other Expenditure	379,462



The Association's total expenditure increased to **£8,542,083** from **£8,311,372**. The main expenses were:

Loan (interest + capital repayments) of £1,557,551

Management and maintenance administration costs of £2,355,002

Repairs & Maintenance of £3,387,546

In addition, **£845,307** 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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