

# Welcome to Performance 365

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



August 2024

Welcome to our 2023/24 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!

With the pandemic well behind us now, our services ran as normal last year, but, just like our tenants, we still faced challenges from high inflation and the cost of living crisis. Our rent arrears remain low, and we were delighted with another huge response to our annual rent increase consultation, with over 30% 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 and now has even bigger monthly Rent Discounts) saw 85% of our tenants claim theirs 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>



We report all our results to the Scottish Housing Regulator - here are some of the key ones for last year:

Number of emergency repairs completed **248**

Number of non-emergency repairs completed **2,735**

Average time to complete emergency repairs **1h 25mins**

Average time to complete non-emergency repairs **5.74 days**

Repairs completed right first time **94%**

## Key Facts

Key Tenant Rent Discounts given:	<b>£162,435</b>
Visitors to elha.com:	<b>134,522</b>
Amount spent on tenancy sustainment:	<b>£4,476.67</b>
New tenants:	<b>105</b>
Average time to re-let empty homes:	<b>18 days</b>
Number of homes fitted with medical adaptations:	<b>32</b>
Current tenant rent arrears:	<b>£206,928</b>
	<b>(that's 2.69% of our rental income)</b>

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 2024

## Income

■ Rent and service charges	8,165,021
■ Release of capital housing grant	1,478,022
■ Gain on sale of properties	£62,307
■ Interest received	£85,354
■ Other income	£456,852

£

Income has increased from £9,567,603 to £10,247,556

We sold one property in 2023/24

## Expenditure

£

■ Management and maintenance administration	£2,778,562
■ Services	£149,693
■ Reactive maintenance	£1,292,804
■ Bad debts	£53,381
■ Planned and cyclical maintenance	£1,496,356
■ Housing depreciation	£2,250,416
■ Interest payable	£1,101,117
■ Other expenditure	£464,868



The Association's total expenditure increased from **£8,542,083** to **£9,587,197**. The main expenses were:

Loan (interest + capital repayments) of **£2,202,653**

Management and maintenance administration costs of **£2,778,562**

Repairs and maintenance of **£3,795,082**

In addition, **£1,005,922** 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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