

Welcome to Performance 365

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



August 2019

Instead of sending a big book of results once a year, we're now publishing our latest results all day, every day, on our new 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.

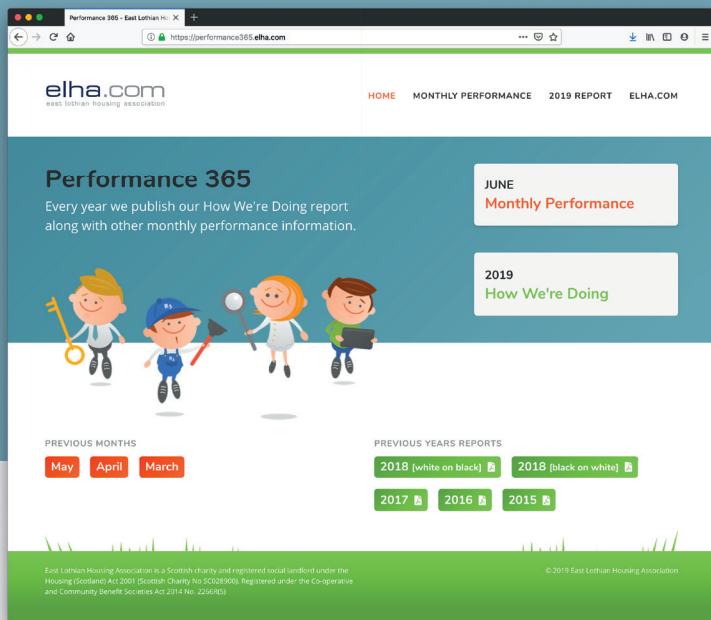


LATEST PERFORMANCE



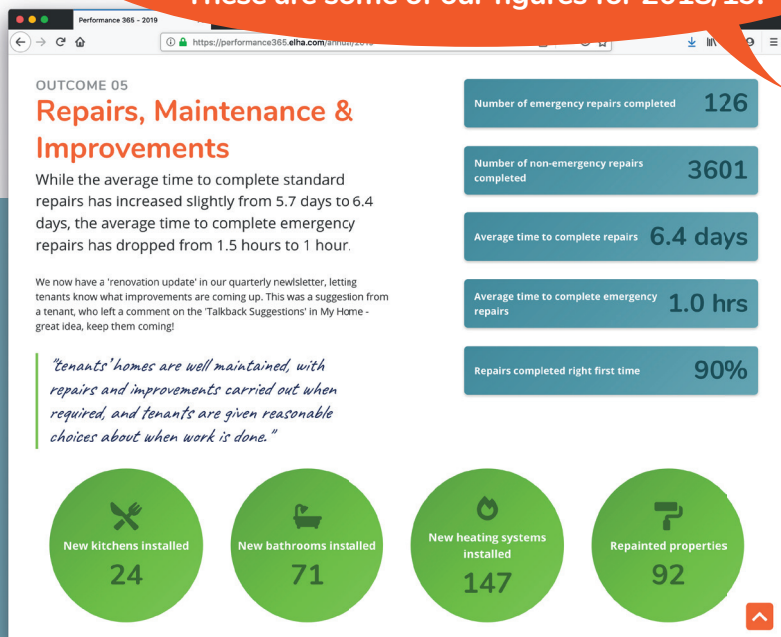
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SEE OUR RESULTS



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 2018/19.



Key Facts

Total number of families allocated a new home:	61
Average time to re-let empty homes:	24 days
Number of homes fitted with medical adaptations:	49
Rent Arrears:	£190,228 (that's 2.91% of our annual income)
Gold and Platinum Key Tenant rent discounts given:	£46,660
Gains for tenants from the Money Advice Service	£416,078.85
Visitors to elha.com	77,724

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 2019

Income

£

■ Rent & Service Charges	6,513,743
■ Release of Capital	
■ Housing Grant	1,316,662
■ Gain on Sale of Properties	39,982
■ Interest Received	34,918
■ Other Income	395,104

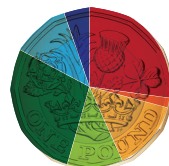
Income has increased to **£8,300,409** from **£8,201,548**

Sale of housing stock was **£39,982** a decrease from **£417,175** in 2018

Expenditure

£

■ Management & Maintenance Administration	2,010,422
■ Services	128,955
■ Reactive Maintenance	1,053,979
■ Bad Debts	(17,330)
■ Planned & Cyclical Maintenance	829,960
■ Housing Depreciation	2,042,766
■ Interest Payable	909,562
■ Other Expenditure	401,264



The Association's total expenditure increased to **£7,359,578** from **£7,015,299**. The main expenses were:

Interest payments of **£909,562**

Management and maintenance administration costs of **£2,010,422**

Property maintenance of **£1,883,939**

In addition, **£1,206,000** 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



DIGITAL
PARTICIPATION
CHARTER



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