

# Welcome to Eildon's Performance Report 2020/21

A lot has taken place over the last year and, with the majority of services now resumed, it's important for us to reflect on our performance to develop and plan for the year ahead. Our Chief Executive Nile Istephan would like to say a few words to summarise.




# Thank You

Thanks to customers who took time to complete our annual customer satisfaction survey. As you will see in the sections that follow, our performance figures are high, and your feedback is vital to ensure we maintain this going forward. We will do this with customer feedback as a central point and consult with you in areas that we feel are of real importance to your experience.



# Performance at a glance

Areas that have improved since last year, or are above the Scottish Average for social landlords across the country.



It's been a challenging year but through pulling together as a team and having proactive communications with our customers we are pleased to see these positive results. This reflects not only the the hard work and dedication of our teams, but also shows your help, patience and understanding through what was an unprecedented year.


## Checklist

Customers satisfied with the overall service	88%	✓
Customers satisfied with the quality of their home	90%	✓
Homes meeting the Scottish Housing Quality Standard	92%	✓
Average hours taken to complete emergency repairs	2.16	✓
Reactive Repairs completed Right First Time	91%	✓
Customers satisfied with opportunities to get involved	93%	✓
Customers who feel that Eildon is good at keeping them informed about their services and decisions	91%	✓
Percentage of tenants satisfied with the landlord's contribution to the management of the neighbourhood they live in	86%	✓
Customers who think Eildon provides value for money	84%	✓
Percentage of rent collected	99.5%	✓
Tenancies began in previous year that have lasted more than a year	89%	✓
Tenancy offers refused	19%	✓
Gross rent arrears as percentage of rent due	5.27%	✓

# Performance at a glance

(continued)

Areas where there is room for improvement.



It is no surprise that some services have been affected as we have had delays or had to make changes to keep you and our teams safe, in line with government guidelines. Whilst we will closely monitor these indicators, we hope that improvements will be made in line with services resuming.

## Checklist

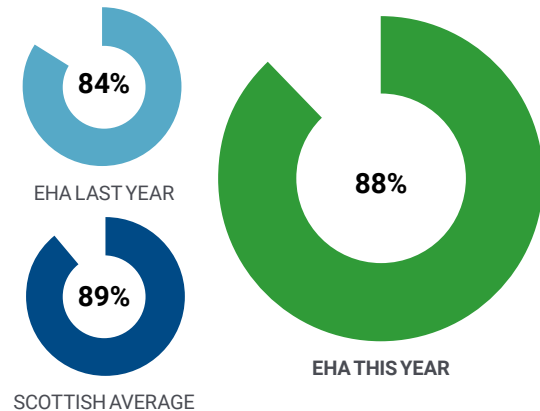
Customers satisfied with the quality of the repairs service	<b>87%</b>
Average number of days taken to complete non-emergency repairs	<b>8.32</b>
Number of gas safety checks not carried out*	<b>27</b>
Percentage of ASB cases resolved	<b>74%</b>
Rent lost due to homes being empty**	<b>1.68%</b>
Average days to re-let a property**	<b>62.45</b>

\* All gas safety checks which missed their target dates were due to Covid-19 related matters. All 27 safety checks were subsequently carried out at the earliest opportunity.

\*\* Due to Covid-19 restrictions, we were unable to let homes between April and June 2020.

# Overall Performance

## Customers satisfied with the overall service



This is an important indicator on the quality of our customer service. We are particularly pleased satisfaction is up from last year. We continue to listen to what customers tell us we need to improve. One key area relates communications. This year we will introduce a self-service portal which will offer more flexibility around the ways customers can contact us and access information on their tenancy.



## Customer Experience

“  
I love living here and Eildon are always very helpful when I need them for anything.

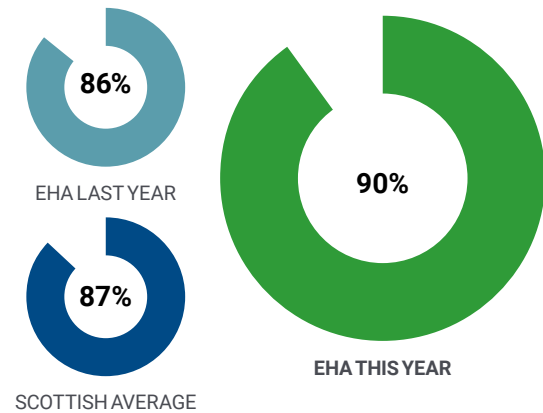
“  
Lovely area and nice home.

“  
We are well looked after, Eildon are very supportive.

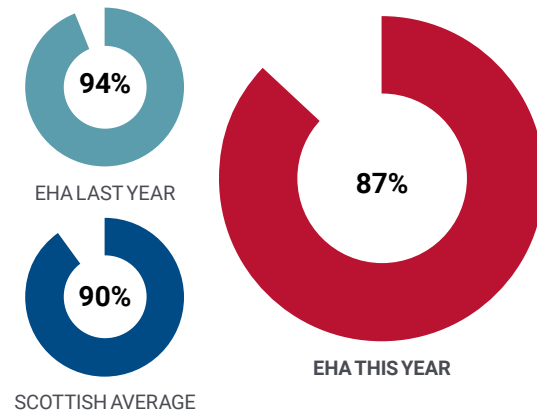
“  
Staff are very friendly and they have good homes and services.

# Property

## Customers satisfied with the quality of their home



## Customers satisfied with the quality of the repairs service

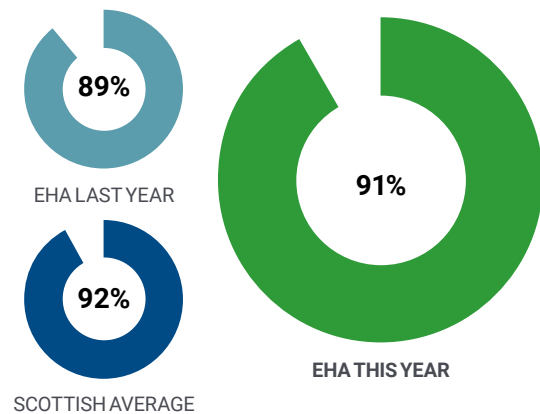


**4,477**  
reactive repairs  
completed

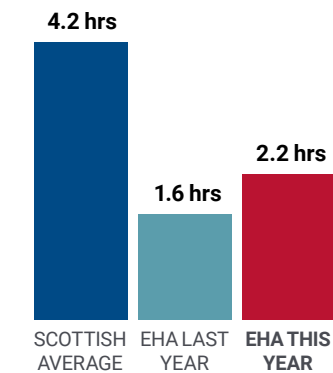
**43**

emergency repairs  
completed

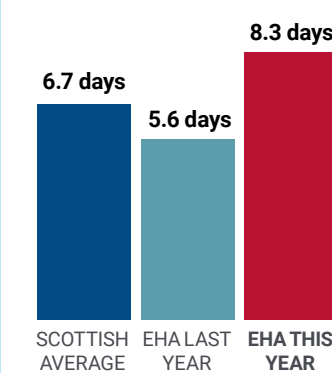
## Reactive repairs completed in year "right first time"



## Average time taken to complete an emergency repair



## Average time taken to complete a non-emergency repair

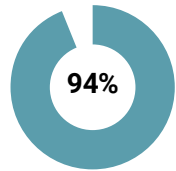


If I have to phone about repairs, I always get a first class service.

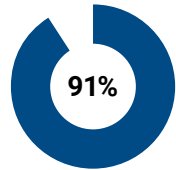
EILDON CUSTOMERS,  
2020/21 CUSTOMER  
SATISFACTION SURVEY

# New Homes and Improvements

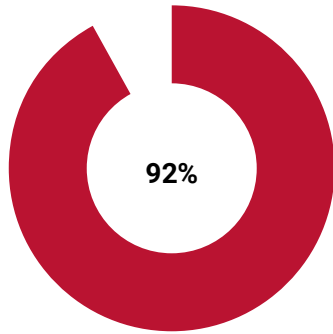
## Homes meeting the Scottish Housing Quality Standard



EHA LAST YEAR



SCOTTISH AVERAGE



EHA THIS YEAR



**15**  
new homes  
completed



**38**  
boiler  
replacements



**686**  
new homes  
in development



**27**  
bathrooms  
replaced

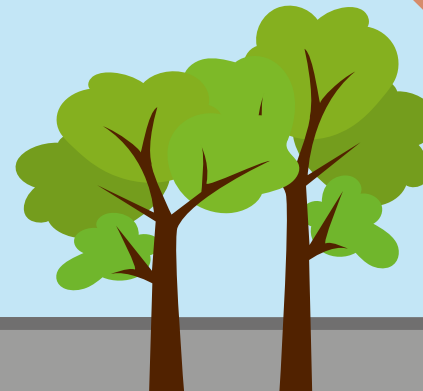


**57**  
kitchen  
replacements



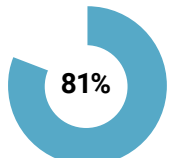
**17**  
unplanned  
component  
replacements

Although our programmes of new build and refurbishment were delayed so that we could keep everyone safe, we have still managed an impressive number of improvements to homes in the circumstances and we are set for a record number of new homes to be completed this year too.

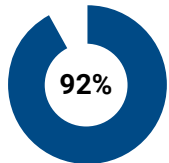


# Customer Experience

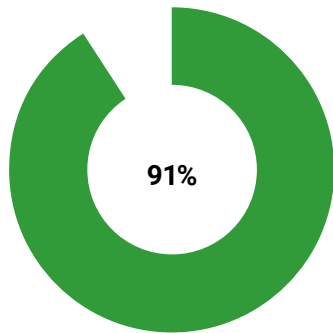
Customers who feel that Eildon is good at keeping them informed about their services and decisions



EHA LAST YEAR

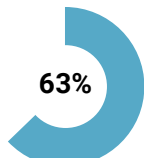


SCOTTISH AVERAGE

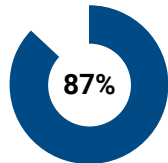


EHA THIS YEAR

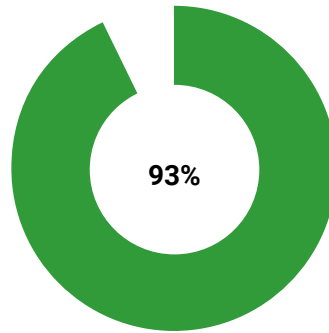
Customers who are satisfied with the opportunities given to them to participate in their landlord's decision-making processes



EHA LAST YEAR

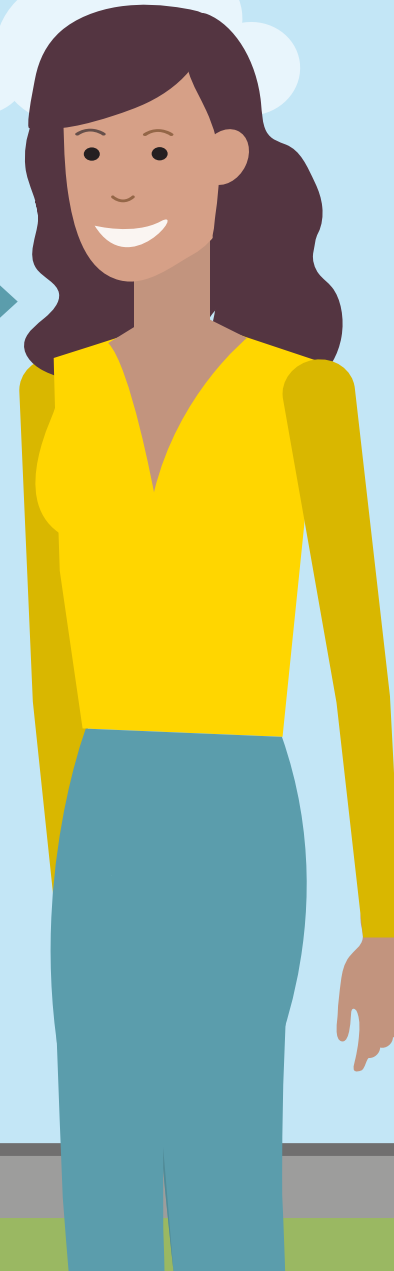


SCOTTISH AVERAGE



EHA THIS YEAR

We see these two scores as a great achievement and a measure of our customers' and our teams' flexibility to adapt to new ways of sharing information and getting involved; our meetings moved online and we tried out focus groups and 'welcome meetings' for customers in new developments; both so successful, we intend to keep them long term.



6

Online  
Customer Panel  
meetings



8

Online  
focus groups



71

Customer  
Opinion Group  
members



1

Customer  
Engagement  
Strategy Review



# Customer Experience (continued)

## Complaints Summary 2020/21

### Stage 1



Complaints:  
**235**



Average time taken  
**3.17 days**



Responded to  
within timescale:  
**99.57%**

### Stage 2



Complaints:  
**27**



Average time taken  
**26.86 days**



Responded to  
within timescale:  
**81.48%**

Figures here show that complaints have increased. However, this is due to updates made to our customer experience processes and we now have a better picture of your feedback. Our new complaints process and training undertaken by staff will hopefully increase the number of complaints responded to within our timescales.



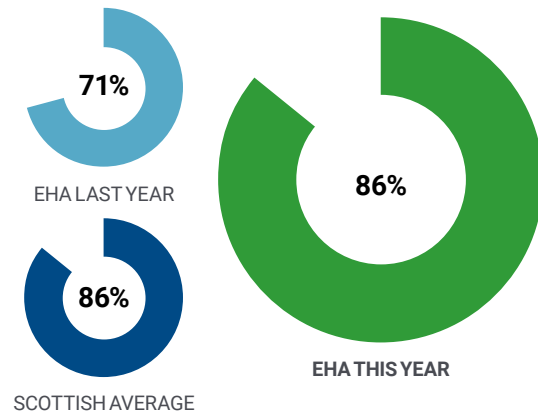
It is a brilliant flat, I've had no problems whatsoever. Anything I have asked them, they have responded straight away to my queries.

EILDON CUSTOMERS,  
2020/21 CUSTOMER SATISFACTION SURVEY



# Managing Neighbourhoods

Customers satisfied with the landlord's contribution to the management of the neighbourhood they live in



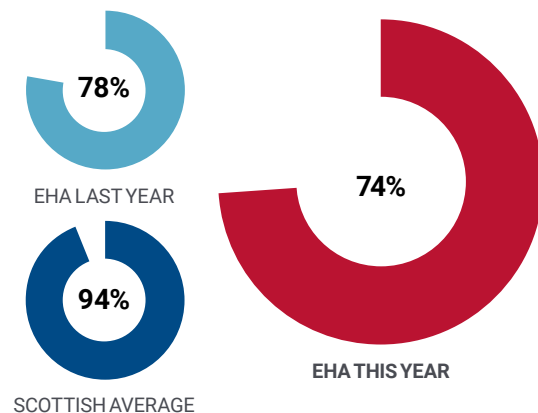
The number of anti-social behaviour cases across Scotland increased over the last year. We think this is linked to the unprecedented circumstances we faced across our communities during the pandemic. We take the impact this has on our customers and communities seriously and for more complex cases we work closely with Police Scotland and SBC to resolve issues. We will continue to develop our multi agency approaches to support resolution and provide focus to this area.



Staff are very good at keeping in touch, on a personal level they make sure that their tenants are okay.

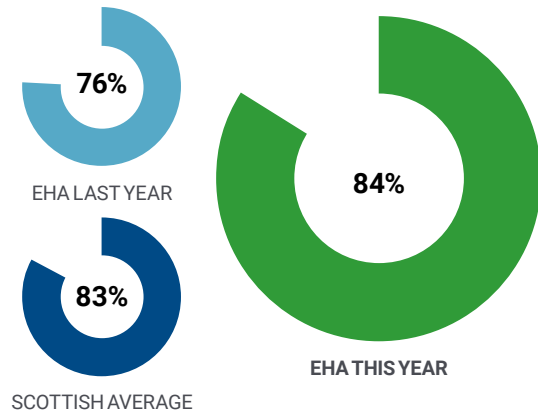
EILDON CUSTOMERS,  
2020/21 CUSTOMER SATISFACTION SURVEY

Percentage of ASB cases resolved

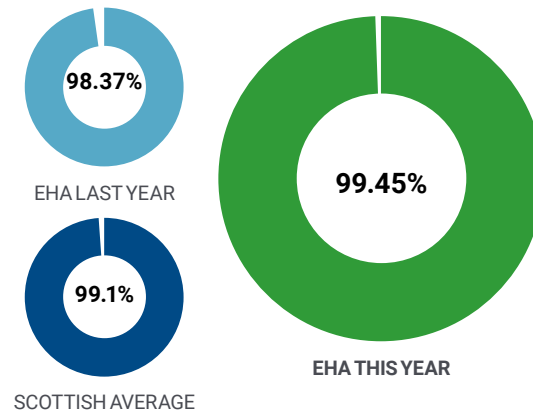


# Value for Money

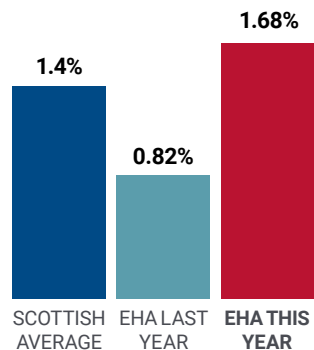
## Customers satisfied that their home represents value for money



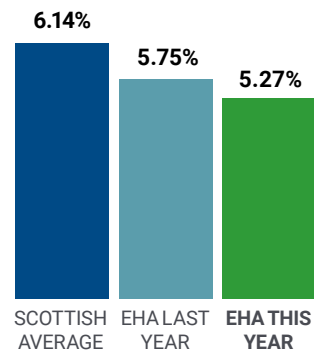
## Percentage of rent collected



## Amount of rent lost due to homes being empty



## Gross rent arrears as percentage of rent due



We're impressed by the quality of our home the size and location.

EILDON CUSTOMERS, 2020/21 CUSTOMER SATISFACTION SURVEY

We are pleased that more customers have said they feel their home represents value for money especially in light of the ever changing circumstances we all faced. Our staff assisted more customers on issues relating to rent payments and increased support available to customers who were struggling to pay rent, leading to an improvement in our arrears performance this year. Restrictions on letting homes during the pandemic did increase the length of time it took to let some properties, meaning a loss of rental income on empty homes which was out with our control.



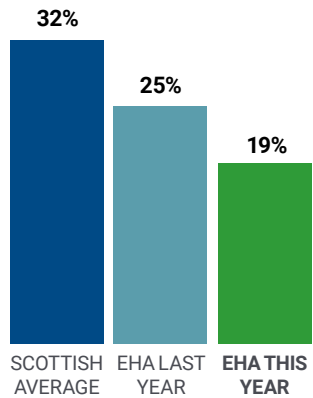
**£1.2 million**

**Generated in welfare benefits and grants for customers**

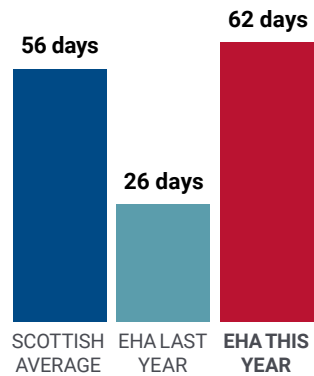


# Lettings

## Tenancy offers refused



## Average calendar days to re-let a property



We have adapted over the course of the last year and, alongside our updated allocations policy we launched 'Eildon Homes', the new way to find and apply for a home with us. We also developed videos of the homes we had to let, to help customers see what they were applying for, while at the same time keeping everyone safe.



# If you'd like to find out more:

You can visit the Scottish Housing Regulator's website to find out how we are regulated:

[www.scottishhousingregulator.gov.uk](http://www.scottishhousingregulator.gov.uk)

