

# Welcome to Eildon's Performance Report 2021/22

Our Chief Executive, Nile Istephan has recorded a few words to summarise the last year's performance and our areas of focus for the year ahead.



# Thank You


Thanks to customers who took the time to complete our annual satisfaction survey, we really appreciate it.

Thanks also to everyone who has so far registered for [My Eildon](#), our new customer portal. We'd encourage you to sign up if you haven't already – it's the easiest way to get in touch with us, report a repair or check your rent account – all on your mobile, tablet or computer, however and whenever suits you. Get in touch with us to find out how.



# Performance at a glance

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



We're really proud of these scores, showing that we're among the top performing landlords in a lot of areas and that our improved communications, services and opportunities to get involved are making a difference to our customers.

## Checklist

% of rent collected	99%	✓
Customers satisfied with opportunities to get involved	97%	✓
Average time taken to complete emergency repairs (hours)	2	✓
Reactive Repairs completed Right First Time	89%	✓
Average days to re-let a property	51.3	✓
Customers who feel that Eildon is good at keeping them informed about their services and decisions	94%	✓
Percentage of tenants satisfied with the landlord's contribution to the management of the neighbourhood they live in	86%	✓
Number of gas safety checks not carried out within target timescales*	3	✓
Tenancy offers refused	17%	✓
Gross rent arrears as % of rent due	5.51%	✓
Tenancies began in previous year that have lasted more than a year**	89%	✓

\* Three gas checks missed as no access to homes to carry these out.

\*\* No Scottish Average for this indicator.

# Performance at a glance

(continued)

Areas where there is room for improvement.



We have a similar number of areas for improvement as in the previous year. We have included these areas in our strategic and departmental plans to make the necessary improvements.

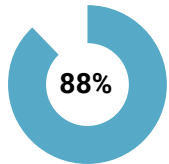
## Checklist

Customers satisfied with the quality of the repairs service	<b>84%</b>
Average time taken to complete non-emergency repairs (days)	<b>10.8</b>
Number of antisocial behaviour complaints resolved within timescale	<b>74%</b>
Rent lost due to homes being empty	<b>1.90%</b>
Customers satisfied with the overall service	<b>82%</b>
Customers satisfied with the quality of their home	<b>82%</b>
Homes meeting the Scottish Housing Quality Standard*	<b>54%</b>
Customers who think Eildon provide value for money	<b>79%</b>

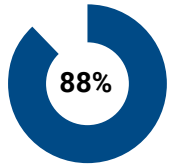
\* Lower percentage reported due to an increased number of homes to which customers have not allowed us access for essential upgrades.

# Overall Performance

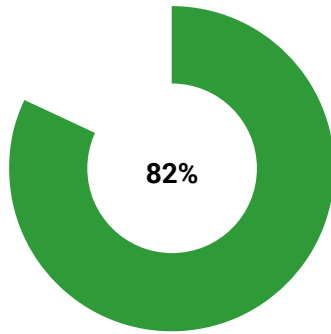
## Customers satisfied with the overall service



EHA LAST YEAR



SCOTTISH AVERAGE



EHA THIS YEAR

We are disappointed with our result in this area as it is an important indicator on the quality of our customer service.

Customers are telling us that we need to improve our communication and we're hopeful that the recent roll out of our My Eildon customer portal will be an easier way for some to get in touch. We are reviewing how our customer facing teams engage with customers to ensure we are more responsive to those of you who wish to engage with us face to face.



## Customer Experience



They have helped me in the past and the support was very good.



I'm quite happy how things are.

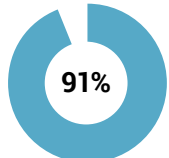


I am perfectly happy with the service from Eildon.

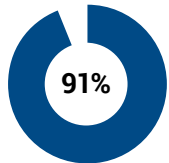
EILDON CUSTOMERS, 2021/22 CUSTOMER SATISFACTION SURVEY

# Customer Experience

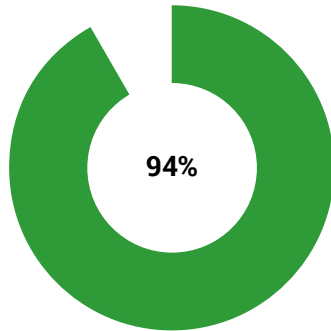
Customers who feel that Eildon is good at keeping them informed about their services and decisions



EHA LAST YEAR

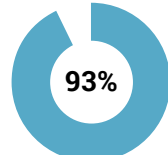


SCOTTISH AVERAGE

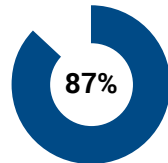


EHA THIS YEAR

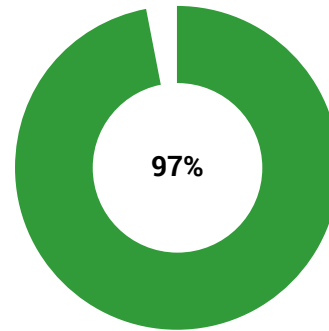
Customers who are satisfied with the opportunities given to them to participate in their landlord's decision-making processes



EHA LAST YEAR



SCOTTISH AVERAGE



EHA THIS YEAR

We are absolutely delighted with both of these scores, which buck the Scottish trend of reducing performance in this area! They are important indicators measuring how good customers think we are at both sharing essential information but also at involving them in how we deliver services, how we communicate and offering a range of ways to share their voice.



6

Online  
Customer Panel  
meetings



83

Customer  
Opinion Group  
Members



2

Welcome  
Meetings



1

Customer Voice  
Strategy

# Customer Experience (continued)



## Complaints Summary 2020/21

### Stage 1



Complaints:  
**178**



Average time taken  
to resolve  
**6.25 days**



Responded to  
within timescale:  
**97.21%**

### Stage 2



Complaints:  
**18**



Average time taken  
to resolve  
**37.77\* days**



Responded to  
within timescale:  
**95.65%**

Our complaint numbers have reduced compared to the previous year, but are sitting at a healthy number to give us comfort that customers are confident in the process to let us know when things haven't gone as they'd expect. We're working hard to get back to you in within timescales recommended by the Ombudsman and that will be an area of focus for us over the coming year. The breakdown table shows that more than half of complaints related to repairs; this is an area we're working on and we've recently consulted the Customer Opinion Group and held a focus group to ask how customers think we could improve the service.

\* Please note that one long-standing complaint has skewed these figures. Were it not for that, the average time would have been 22.9 days.

## What were complaints about?

Repairs **54%**

Staff **12.3%**

Cyclical Maintenance **7%**

Managing  
Neighbourhoods **14.4%**

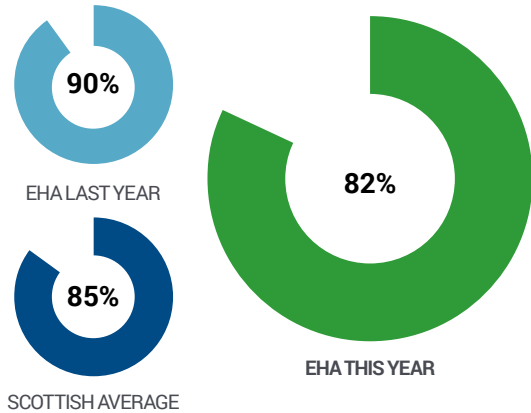
Housing Services **6.4%**

Rent/Arrears **1.6%**

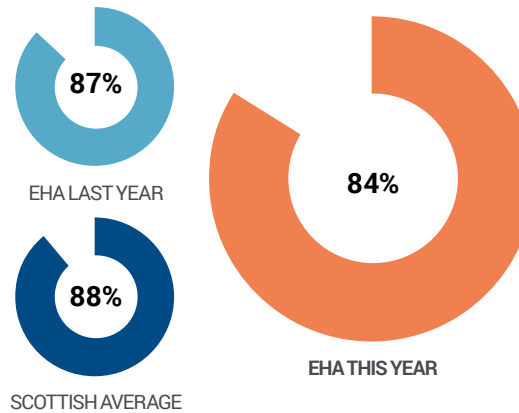
Other **4.3%**

# Property

## Customers satisfied with the quality of their home

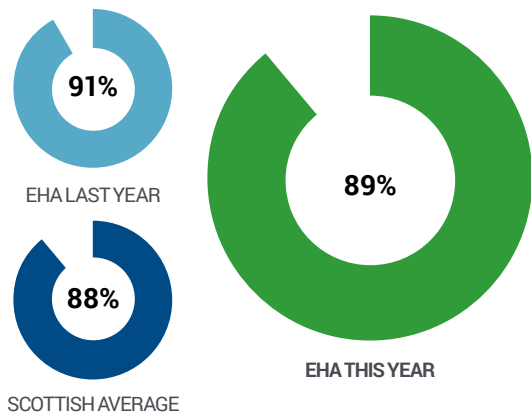


## Customers satisfied with the quality of the repairs service

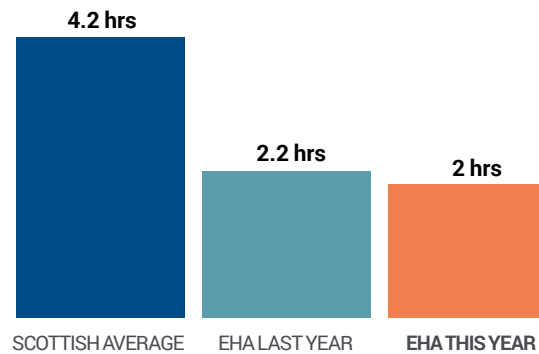


Based on feedback from customer surveys and focus groups, we are working to improve our communications around repairs and our modernisation works, so customers are clearer on what is happening in their homes and when.

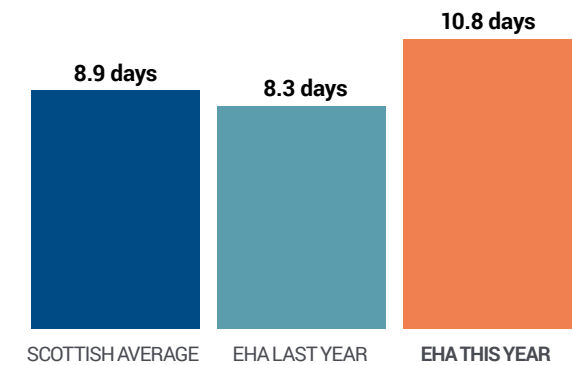
## Reactive repairs completed in year "right first time"



## Average time taken to complete an emergency repair



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



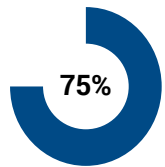


# New Homes and Improvements

## Homes meeting the Scottish Housing Quality Standard



EHA LAST YEAR



SCOTTISH AVERAGE

54%

EHA THIS YEAR

One of the main positives for us last year was being able to get back on site to build more much needed homes for social rent in the Borders. We're receiving great feedback on the work of our Home Improvement Team too: our in house team focusing on improving our existing homes for our customers. We are committed to building more high quality homes and keeping the homes we have up to the high standard our customers expect.



241

new homes  
completed



38

unplanned component  
replacements



63

boiler  
replacements

There has been a sharp drop in homes meeting the Scottish Housing Quality Standard across Scotland. For us, our drop in performance is as a result of not being able to gain access to some homes to carry out essential upgrades to things like smoke detectors.



74

kitchen  
replacements



44

bathrooms  
replaced



5,741

reactive repairs  
completed

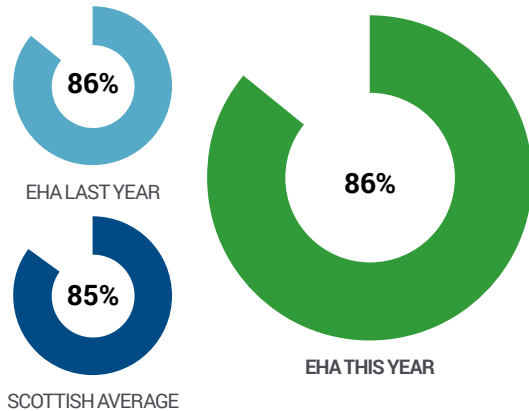


50

emergency repairs  
completed

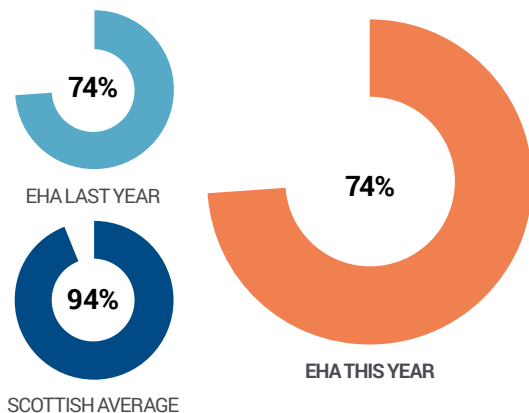
# Managing Neighbourhoods

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



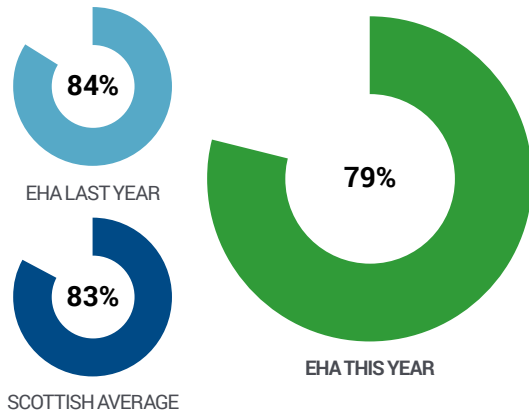
After significantly increasing satisfaction, it's good news that we have maintained our performance in neighbourhood management and anti-social behaviour over the last few years. We're pleased that our customers are happier with the work we do than the Scottish average but acknowledge the impact that some of the more serious cases can have. Although we have maintained performance across the last two years, we continue to lag behind the Scottish Average on resolving cases and that's why we'll continue to work closely with the Council and Police Scotland on our multi-agency approach to dealing with these problems.

Percentage of ASB cases resolved



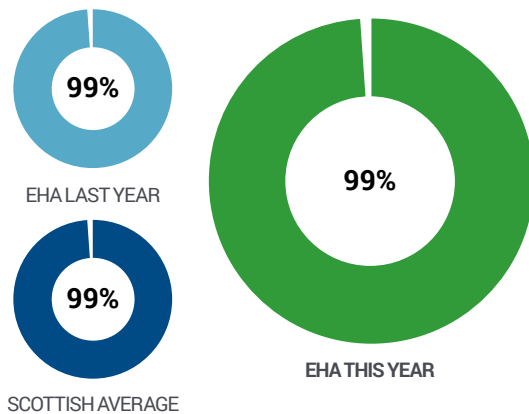
# Value for Money

## Customers satisfied that their home represents value for money

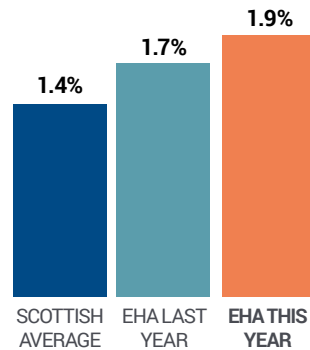


Overall, this is a good set of results showing that our rent arrears performance is better than the Scottish average and that almost 4 out of 5 customers think our homes provide good value for money. We know that more of us than ever are under real financial pressure and we are committed to doing what we can to help, whether that's maximising people's income through welfare benefits and grants, or the help we're providing through employability projects, our food hub, and with energy advice. We have seen a sharp increases in requests for support within energy issues and our teams are working hard to provide advice and help to customers, alongside signposting to our partner Changeworks where necessary.

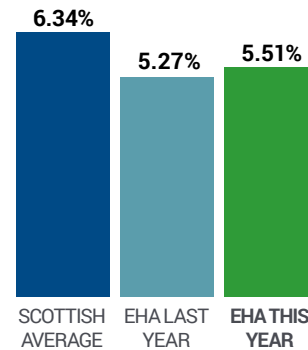
## Percentage of rent collected



## Amount of rent lost due to homes being empty



## Gross rent arrears as percentage of rent due



**£1m**

Generated in welfare benefits and grants for customers

**£6,000**

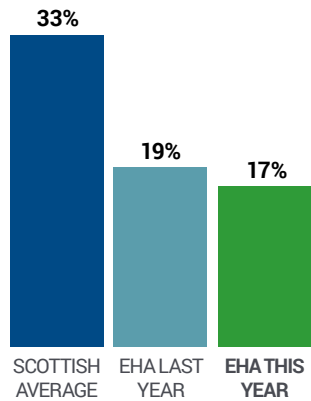
Awarded in fuel vouchers

**£44,000**

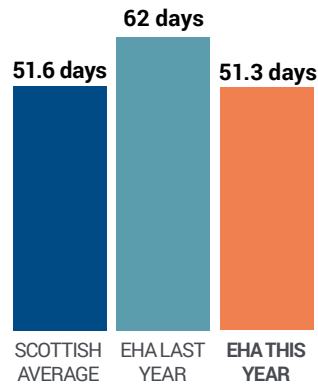
Spent on fuel debt

# Lettings

## Tenancy offers refused



## Average calendar days to re-let a property



We're really happy that the percentage of tenants refusing an offer of one of our properties has reduced again this year; we're performing significantly better than the Scottish average and this gives us comfort in the quality and attractiveness of our homes and neighbourhoods. We've also improved in terms of re-let speed, which we will continue to work on as we know how important it is to get people who need homes access to them as quickly as possible.



39

new homes at Wilkie Gardens,  
our new Extra Care  
Housing development

196

homes let over the year



# 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)

Remember: there are lots of ways to get in touch with us but none is easier than our **My Eildon customer portal**. Not signed up yet, please email [enquiries@eildon.org.uk](mailto:enquiries@eildon.org.uk) or get in touch on **03000 200 217** and we'll talk you through how it works.

Please email any feedback to [Housing@eildon.org.uk](mailto:Housing@eildon.org.uk)

