Welcome to Eildon's Performance Report 2022/23

Nile Istephan, our Chief Executive has recorded a message to summarise last year's performance and the areas we will focus on over the next year.

Caring, Committed, Connected, Creative





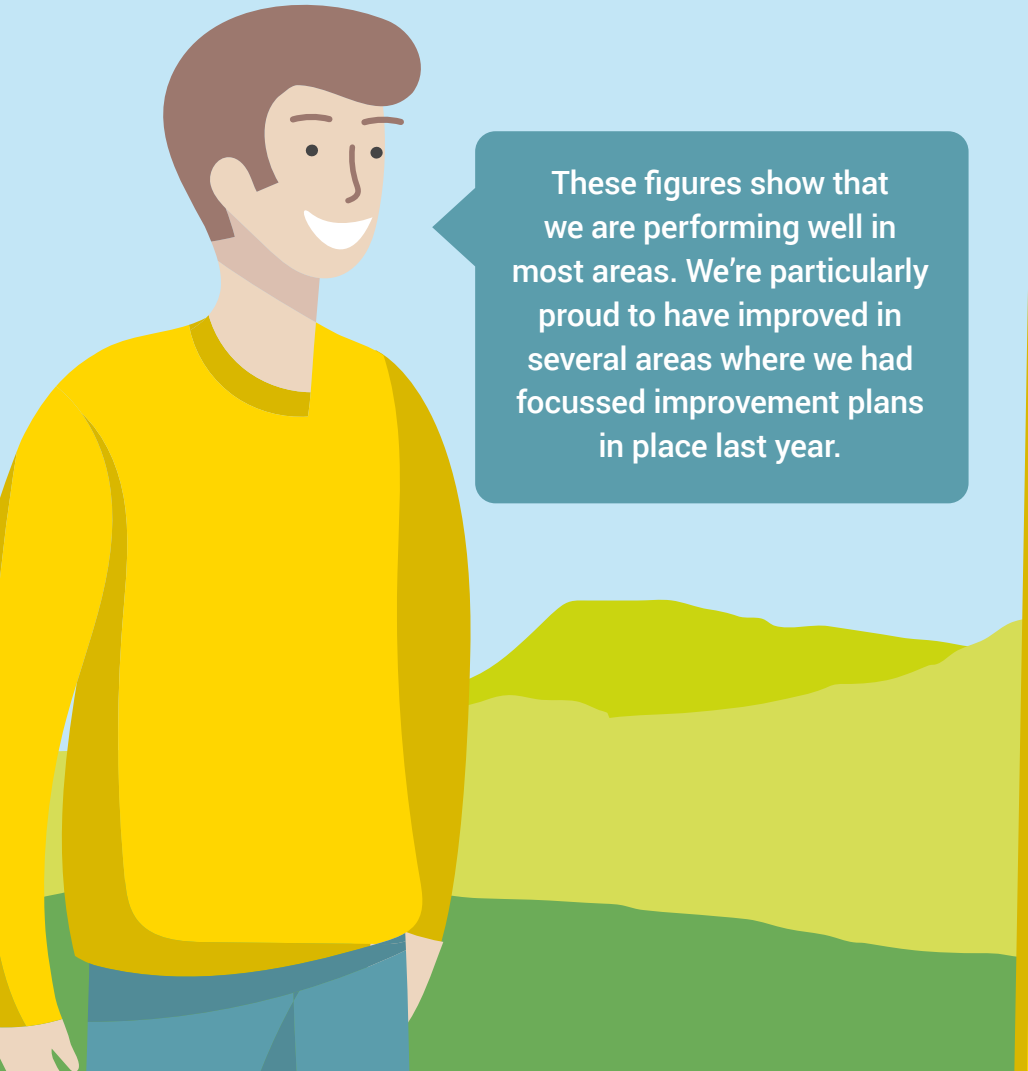
Thank You

Thanks to everyone who has registered for '**My Eildon**' our customer portal. We have tenants as young as 17 up to 93 years old all now using it for 24/7 access. 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 – see back page for details.



Performance at a glance

Improved or better than Scottish Average.



These figures show that we are performing well in most areas. We're particularly proud to have improved in several areas where we had focussed improvement plans in place last year.

Checklist

	Last year	This year	Scottish Average	
Number of gas safety checks not carried out*	3	**1**		✓
Average days to re-let a property	51.3	**38.8**	55.6	✓
Average time taken to complete emergency repairs (hours)	2	**2.4**	4.2	✓
Reactive Repairs completed Right First Time	89%	**91%**	88%	✓
Customers satisfied with opportunities to get involved	97%	**91%**	86%	✓
% of rent collected	99%	**99%**	99%	✓
Gross rent arrears as % of rent due	5.51%	**5.09%**	6.86%	✓
Tenancies began in previous year that have lasted more than a year*	89%	**93%**		✓
Tenancy offers refused	17%	**26%**	31%	✓
Rent lost due to homes being empty	1.90%	**1.14%**	1.40%	✓
Customers satisfied with the quality of the repairs service	84%	**86%**	88%	✓
Average time taken to complete non-emergency repairs (days)	10.8	**9.1**	8.7	✓
Homes meeting the Scottish Housing Quality Standard	54%	**73%**	79%	✓

*No national average figure available

Performance at a glance

(continued)

Areas where there is room for improvement.

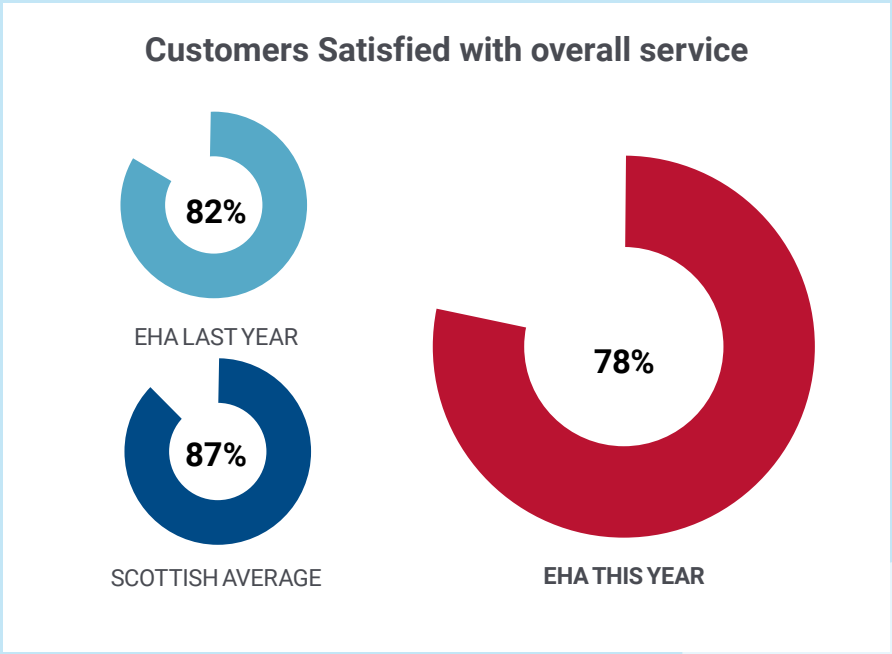


We have some areas for improvement, and you'll find details throughout this report on our planned action to address them.

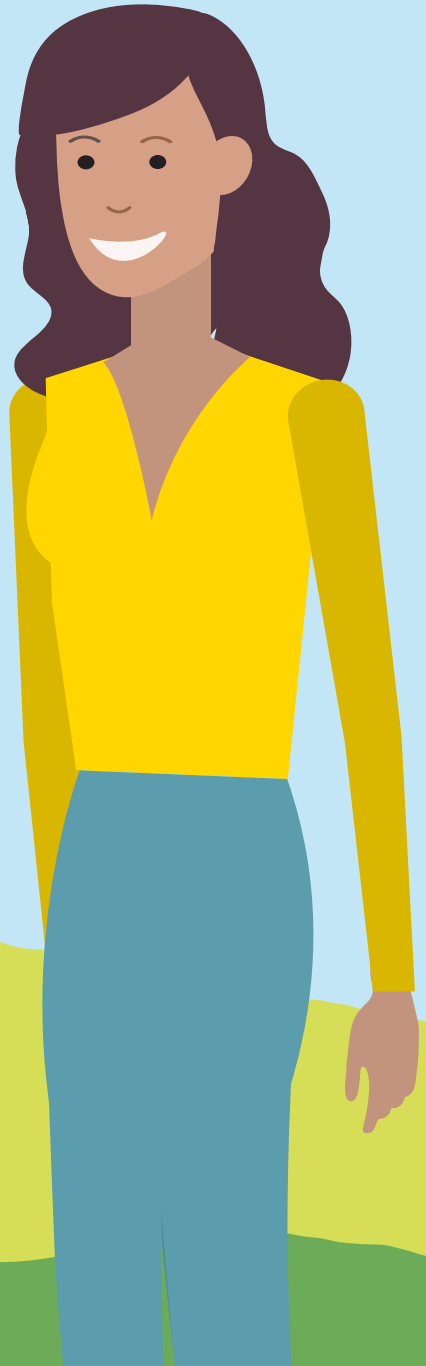
Checklist

	Last year	This year	Scottish Average
Number of ASB cases closed within timescale	74%	**77%**	94%
Customers satisfied with the overall service	82%	**78%**	87%
Customers satisfied with the quality of their home	82%	**79%**	84%
Customers who think Eildon provide value for money	79%	**62%**	82%
Percentage of tenants satisfied with the landlord's contribution to the management of the neighbourhood they live in	86%	**77%**	84%
Customers who feel that Eildon is good at keeping them informed about their services and decisions	94%	**89%**	90%

Overall Performance



We are disappointed with the dip in our performance on this indicator which we believe may have been influenced by the timing of our customer satisfaction survey which closely followed our rent consultation last year. However, we value the feedback received from all our customers and will be analysing that and working hard to address areas of concern over the year.



Customer Experience

"I feel like Eildon really do genuinely care and that is quite rare these days.

"I was very happy with everything. The property is perfect for me and the staff couldn't have done any more for me when I was moving in. I was offered all sorts of support. It was all excellent.

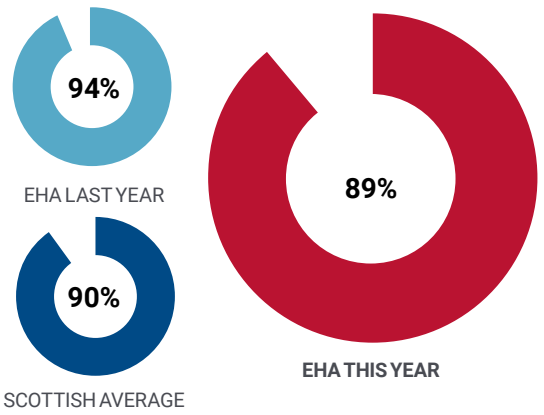
"The property doesn't need a lot done to it and it's more suitable to our needs.

*QUOTES TAKEN FROM 2022/23 MONTHLY TRANSACTIONAL SURVEYS

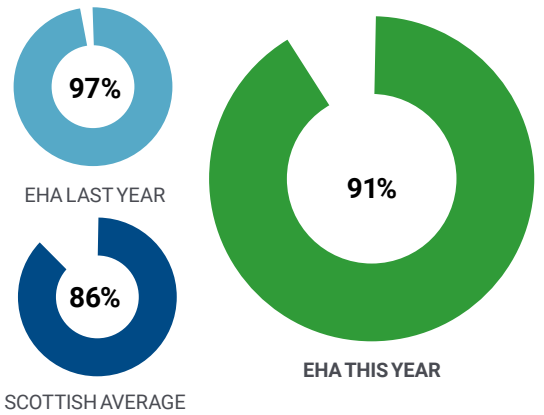
Customer Experience

Customer Engagement

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



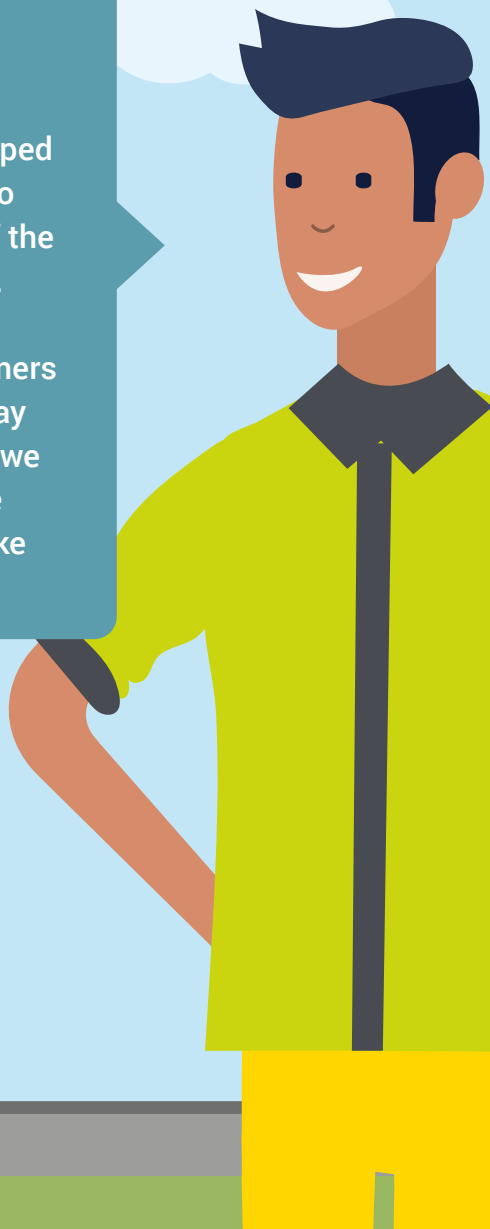
Customers who are satisfied with the opportunities given to them to participate in their landlord's decision-making process



Whilst these scores have dipped, they are in line with and above the Scottish Average.

Based on customer feedback we have developed area specific leaflets to enhance the relevance of the information we share.

It's important that customers can get involved in a way to suits their needs and we are developing a wide range of options to make this easier.



4
Customer Voice Meetings

90
Customer Opinion Group Members

2
Community Garden Projects

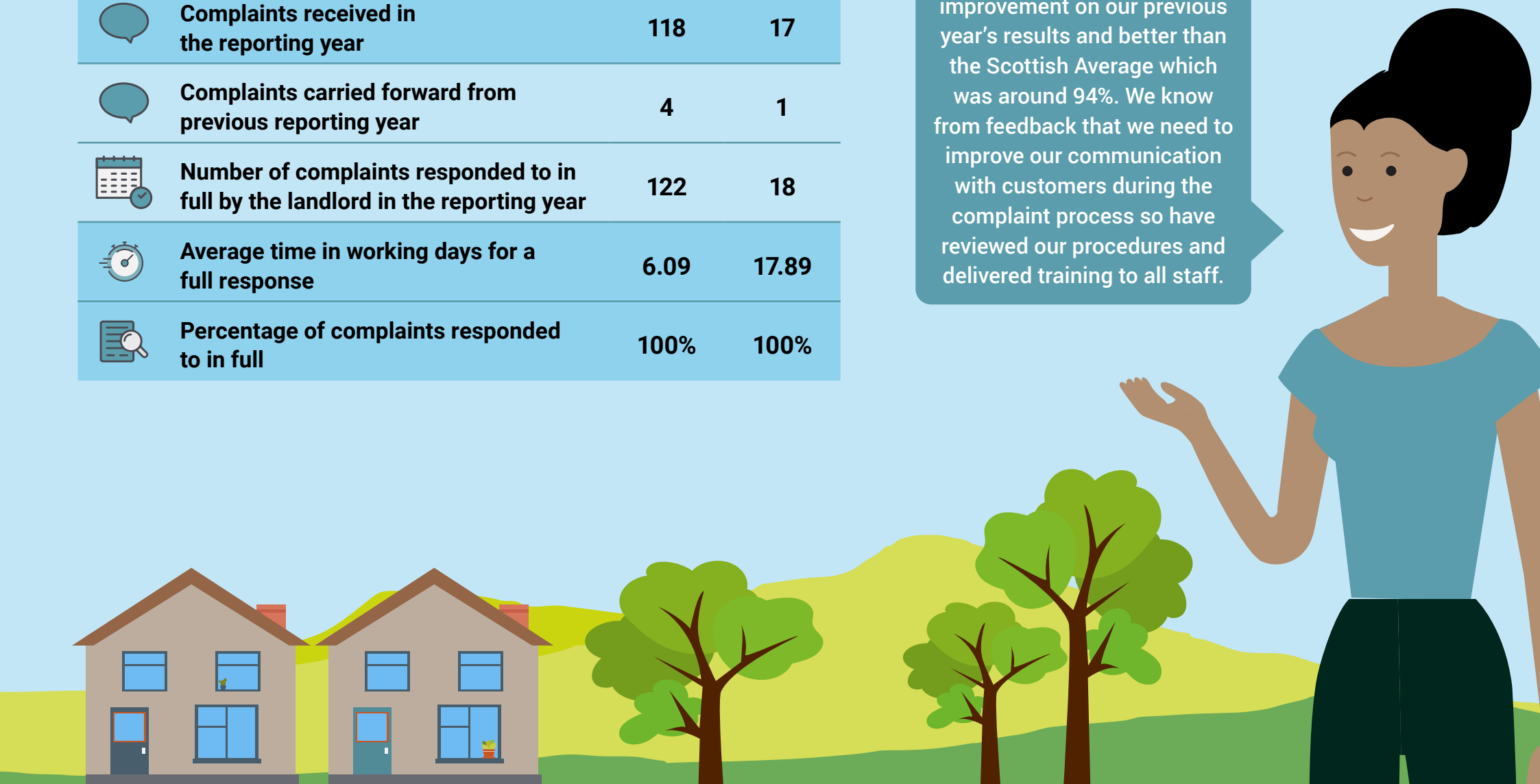
1
welcome meeting for new tenants

Customer Experience

Complaints Summary 2022/23

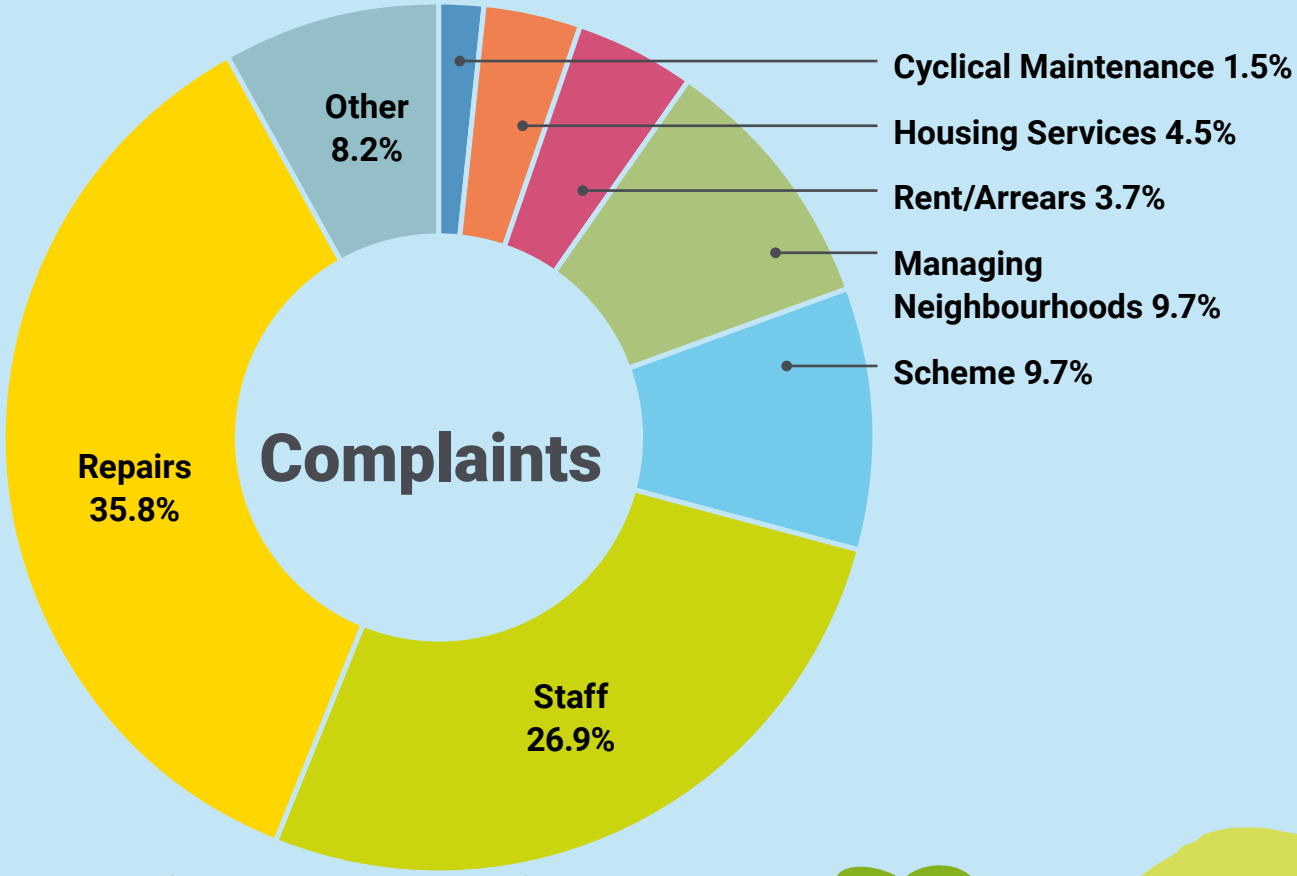
	Stage 1	Stage 2
Complaints received in the reporting year	118	17
Complaints carried forward from previous reporting year	4	1
Number of complaints responded to in full by the landlord in the reporting year	122	18
Average time in working days for a full response	6.09	17.89
Percentage of complaints responded to in full	100%	100%

We are happy that we responded to 100% of complaints which is an improvement on our previous year's results and better than the Scottish Average which was around 94%. We know from feedback that we need to improve our communication with customers during the complaint process so have reviewed our procedures and delivered training to all staff.



Customer Experience

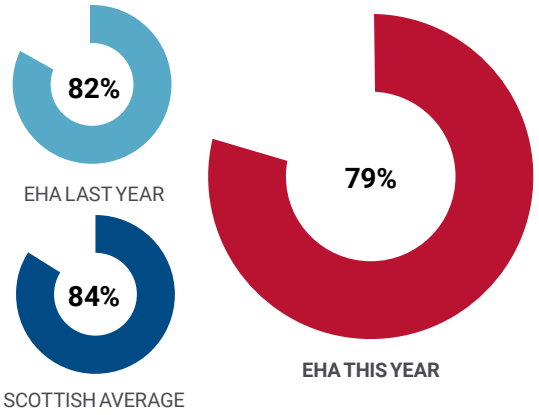
Complaints breakdown



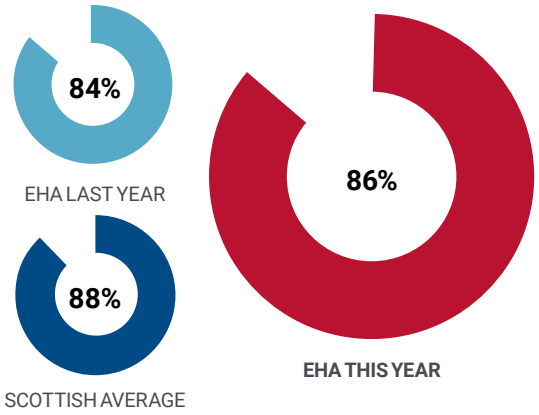
Looking at our complaints in more detail, we have broken them down to understand where they come from and where we can improve based on the number received from each area, and the lessons learned.

Property

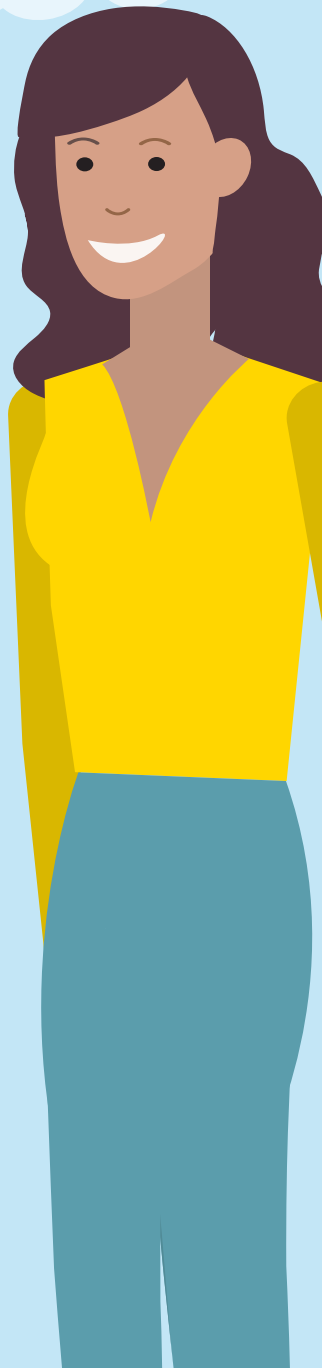
Customers satisfied with the quality of their home



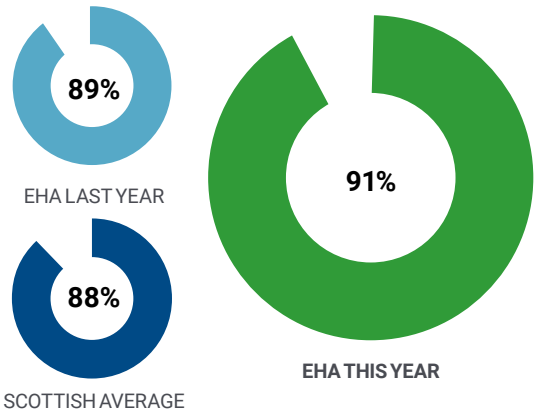
Customers satisfied with the quality of the repairs service



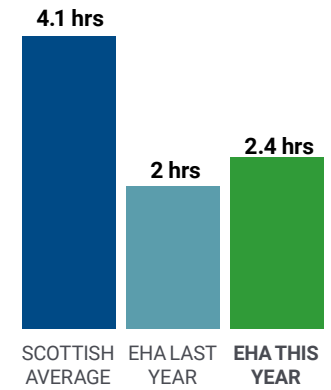
Feedback suggests that the dip in customers' satisfaction with the quality of the home relates to concerns about maintenance and modernisation. We have recently appointed new maintenance contractors and have also improved our communication with customers on our planned modernisation programme.



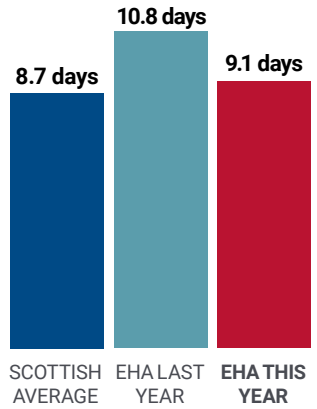
Reactive repairs completed right first time



Average time taken to complete an emergency repair



Average time taken to complete a non-emergency repair

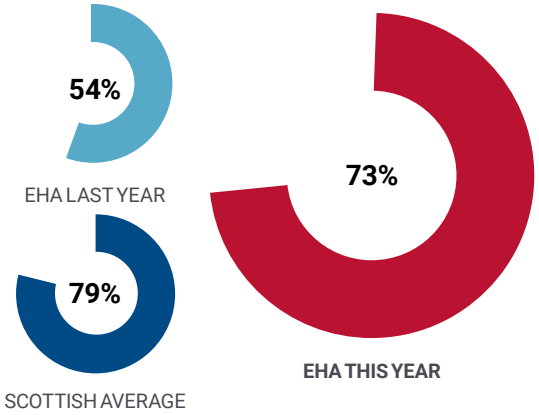


5,375
reactive repairs completed

25
emergency repairs completed

Improvements and New Homes

Homes meeting the Scottish Housing Quality Standard



5,375
Reactive Repairs Completed

51
new homes completed

89
heating replacements

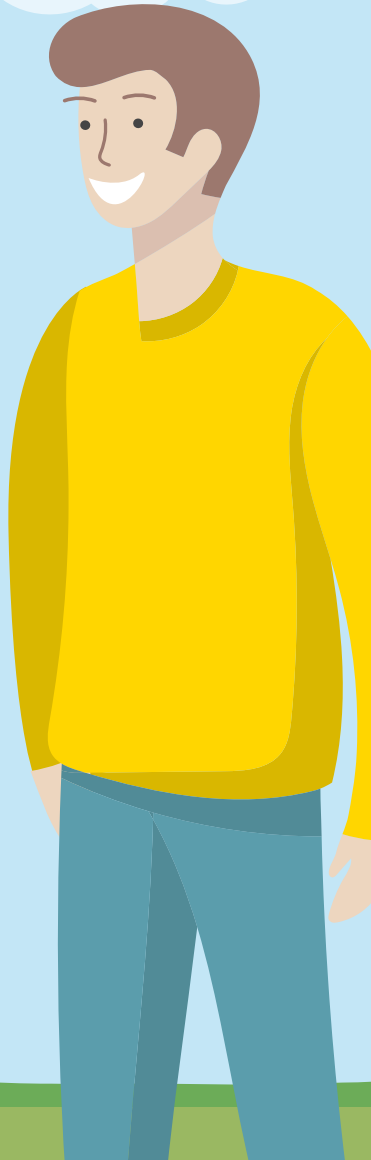
95
kitchen replacements

58
bathrooms replaced

25
emergency repairs completed

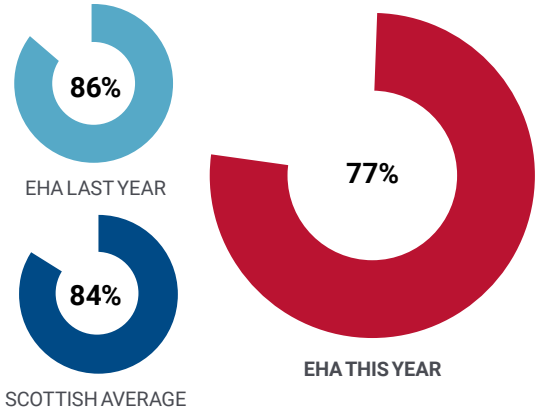
94
unplanned component replacements

Our Home Improvement Team is working hard to deliver our ambitious modernisation programme, and we also continue to deliver much needed new homes for social rent across the Scottish Borders.

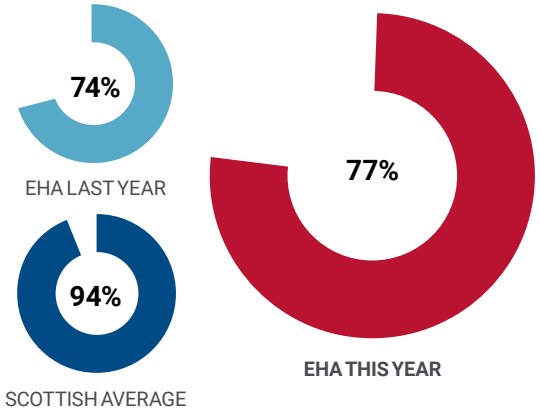


Managing Neighbourhoods

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



Percentage of ASB cases resolved

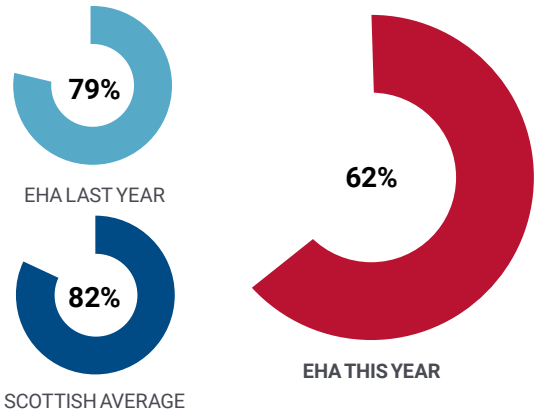


Concerns about parking and rubbish/litter have increased this year and our Housing Officers are working in collaboration with Scottish Borders Council, other landlords and residents to address issues locally. In addition, we are working hard to address a range of concerns relating to ground maintenance and antisocial behaviour. We plan to involve customers in re-tendering our ground maintenance contracts, and we will also review our Antisocial Behaviour Policy this year and develop improved customer information promoting our approach. We continue to lag behind the Scottish Average in terms of resolving antisocial behaviour cases and so working closely with the Council and Police Scotland on a multi-agency approach to these issues will be a priority for us this year.

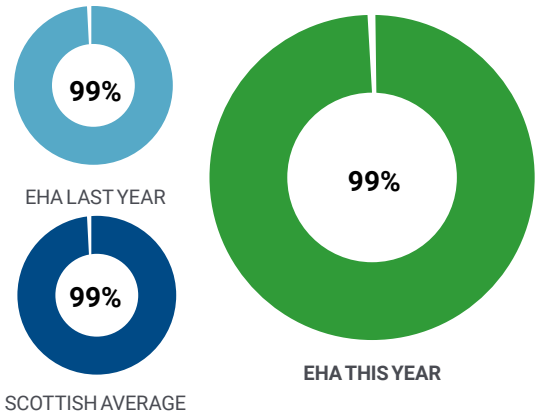


Value for Money

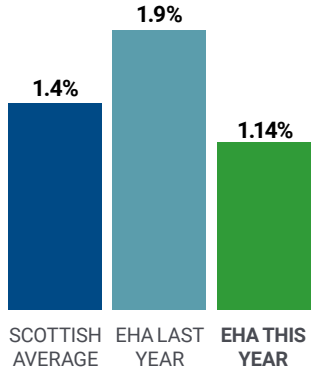
Customers satisfied that their home represents value for money



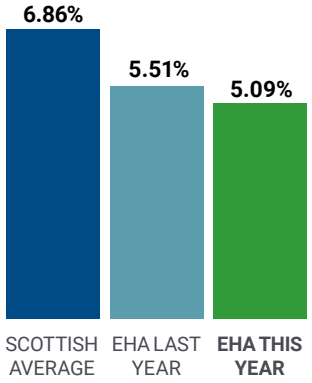
Percentage of rent collected



Amount of rent lost due to homes being empty



Gross rent arrears as percentage of rent due

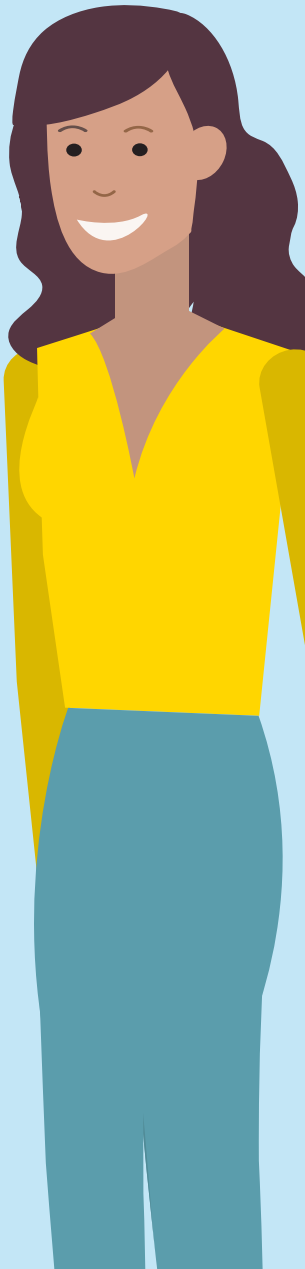


£11,562
Awarded in Fuel Vouchers

£52,614
Spent on Fuel Debt

Our rent arrears performance has improved and continues to be better than the Scottish Average. We have also seen a decrease in rent lost due to homes being empty which is also below the Scottish Average. However, we are disappointed with a dip in the number of customers who feel that their home represents value for money and understand that a rent increase at a time of cost of living challenges is particularly difficult. We are committed to doing what we can to help customers who are experiencing financial pressure. In addition to maximising customer income through welfare benefits and grants, we secured additional funding this year to pay off customers' fuel debt directly with suppliers, and issue vouchers to those with pre-payment meters who could not afford to keep the heating on in their home.

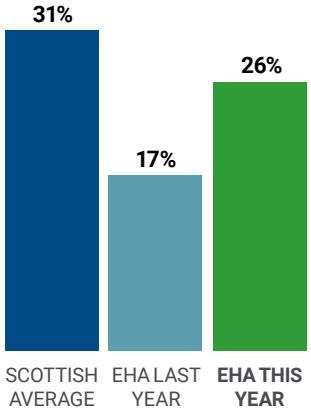
£897,004
Generated in welfare benefits and grants for customers



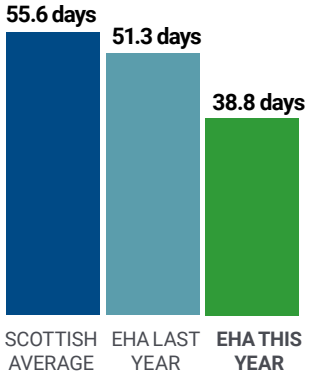
Lettings

We were delighted to welcome 289 new tenants during the year with 86 tenants moving into new build homes in Buckholmburn Court and McQueen Gardens in Galashiels and refurbished homes in Elm Court, Hawick, and a further 203 new tenants moving into homes which became available for relet during the year. We're pleased to have continued to improve our re-let speed as we know how important it is to get people who need homes access to them as quickly as possible.

Tenancy offers refused



Average calendar days to re-let a property



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

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 **housing@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.**

