

Welcome to Eildon's Performance Report 2023/24

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.





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 registered for '[My Eildon](#)', our 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 are above the Scottish Average

We are really proud of these figures, showing that we are performing well in many areas.

Checklist

	Last year	This year	Scottish Average	
Average time taken to complete emergency repairs	2.4	2.1	4.0	✓
Average days to re-let a property	38.8	39.1	56.7	✓
Reactive Repairs completed Right First Time	91.2%	94.6%	88.4%	✓
Customers satisfied with opportunities to get involved	90.7%	89.6%	87.7%	✓
Customers satisfied with the quality of the repairs service	86.0%	89.3%	87.3%	✓
Tenancy offers refused	25.9%	22.5%	30.5%	✓
Gross rent arrears as % of rent due	5.1%	5.0%	6.7%	✓
Tenancies began in previous year that have lasted more than a year	93.0%	92.7%	91.2%	✓
Rent lost due to homes being empty	1.14%	1.14%	1.40%	✓
Homes meeting the Scottish Housing Quality Standard	72.8%	86.3%	84.4%	✓

Performance at a glance

(continued)

We have a few areas for improvement and will be focussing on these during the year. We have created an internal Customer Experience working group which will focus this year on analysing themes from customer complaints and surveys and benchmarking data to identify service improvements, as well as developing new Customer Service Standards.



Checklist

	Last year	This year	Scottish Average
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Areas that are still below the Scottish Average but have improved since last year

No of ASB cases closed within timescale	77.3%	85.4%	94.3%
Customers satisfied with the overall service	78.2%	80.8%	86.5%
Customers who think Eildon provide value for money	61.6%	76.2%	81.6%
% of rent collected	99.0%	99.0%	99.4%
Customers satisfied with the quality of their home	79.3%	79.5%	84.0%
Customers satisfied with the landlord's contribution to the management of the neighbourhood they live in	77.1%	79.5%	84.7%

Areas where there is room for improvement

Customers who feel that Eildon is good at keeping them informed about their services and decisions	88.6%	87.9%	90.5%
Average time taken to complete non-emergency repairs	9.09	11.1	9.0

Overall Performance

We are pleased to see that our customer satisfaction levels have increased over the past year, however, we recognise that there is more work to be done.

Our hard working staff put our customers at the heart of everything we do as we strive to provide the service our customers expect. Training and system improvements are undertaken to ensure we continue to progress in providing exceptional customer service.

We value the feedback we receive and use our customer comments to refine and improve our services and would encourage all customers to take part in our surveys so we can drive our overall services.



Customer Experience



The property was in good condition and the staff have been very helpful with information on how things work, like the heating system etc.



I am very satisfied with the overall support that was offered



Everything the way expected. If you needed help they were there. Eildon have been great.

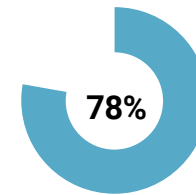


Very good quality of home and have not had issues

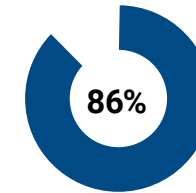


The home was in very good condition I am really happy with my housing officer – she has been amazing.

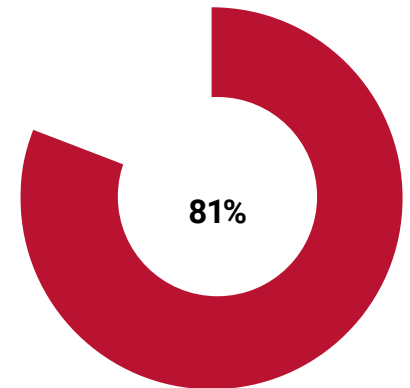
Customers satisfied with overall service



EHA LAST YEAR



SCOTTISH AVERAGE

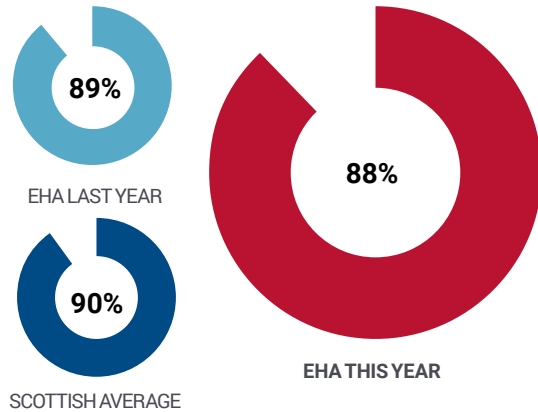


EHA THIS YEAR

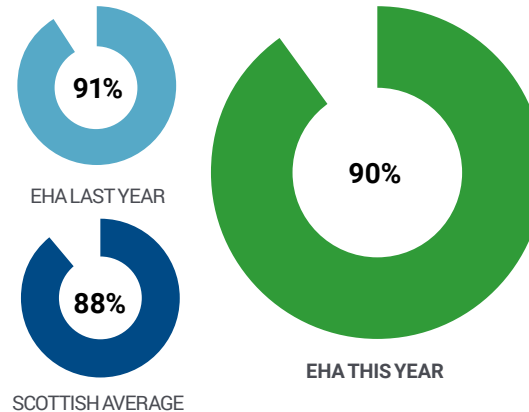
Customer Experience

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



We have introduced local updates for customers and will seek feedback on this approach during the year. We'll continue to provide lots of opportunities for customers to get involved – please see the back page for our contact details.










90+
Customer Opinion
Group Members

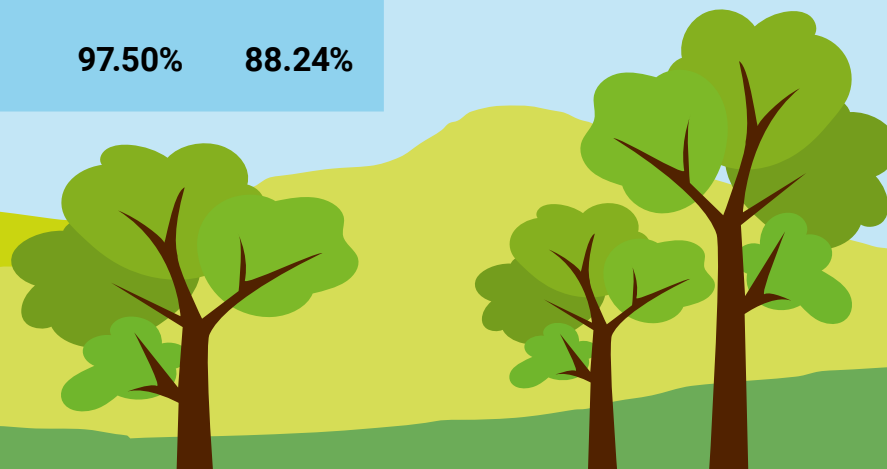


Customer Experience

Complaints Summary 2023/24

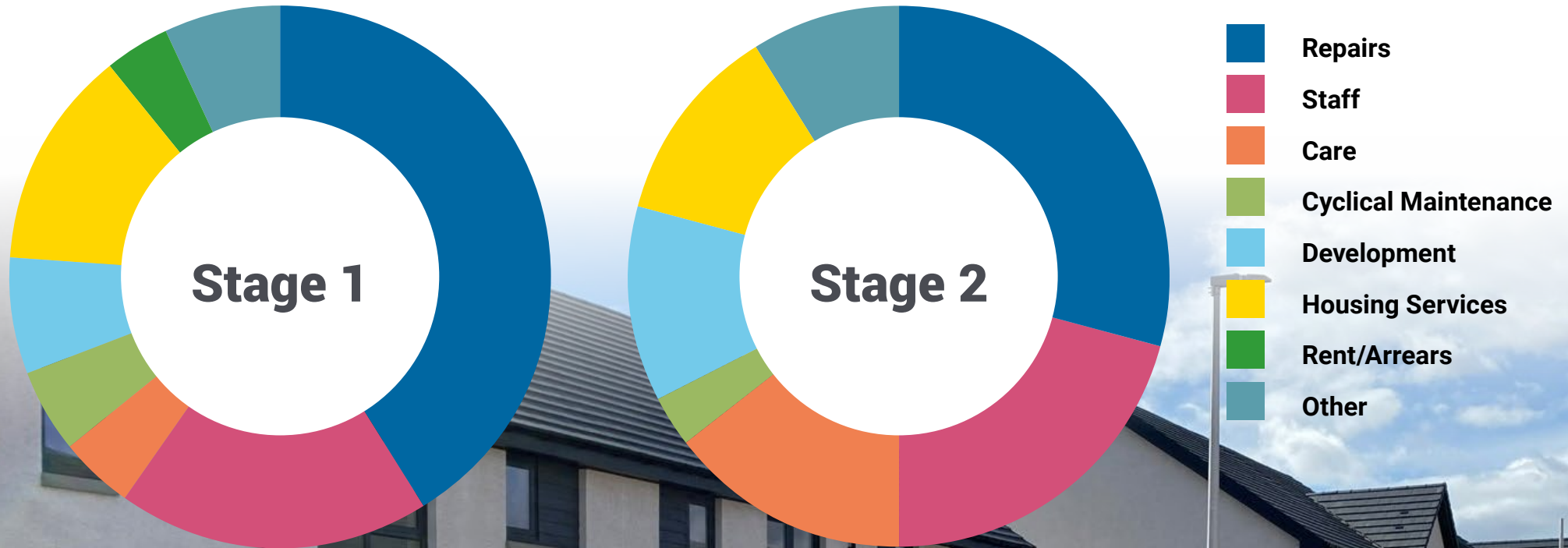
	Stage 1	Stage 2
 Complaints received in the reporting year	160	34
 Complaints carried forward from previous reporting year	0	0
 All complaints received and carried forward	160	34
 Number of complaints responded to in full by the landlord in the reporting year	156	30
 Time taken in working days to provide a full response	671	623
 Average time in working days for a full response	4.3	20.77
 Percentage of complaints responded to in full	97.50%	88.24%

The overall picture for complaints is a positive one with improved performance in both recording and resolution. Yet again, the two largest areas for complaints are repairs and staff and this follows the pattern in previous years. Areas to work on are to ensure all complaints are recorded and that Stage 1s are completed in 5 days or less and Stage 2s are completed in 20 days or less.



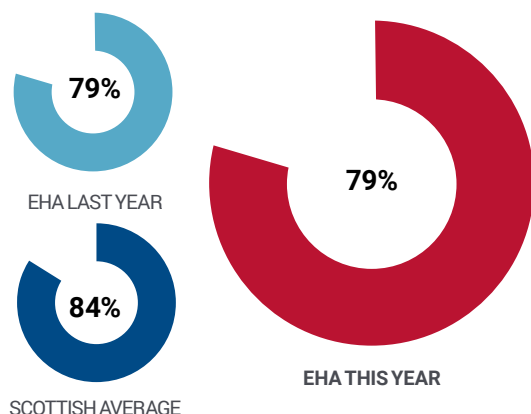
Customer Experience

Complaints Breakdown

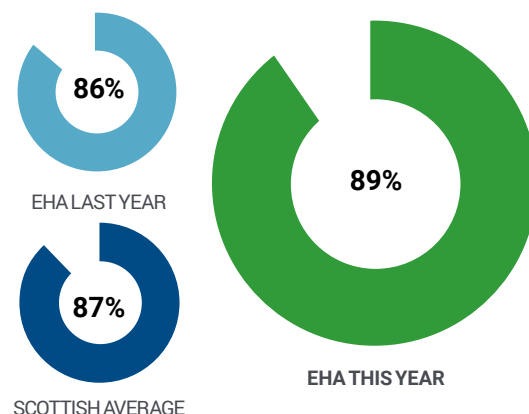


Property

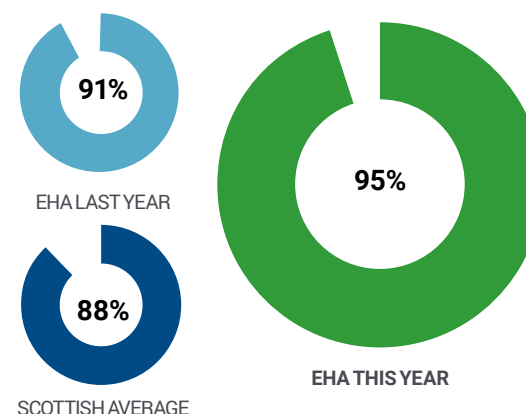
Customers satisfied with the quality of their home



Customers satisfied with the quality of the repairs service



Reactive repairs completed right first time

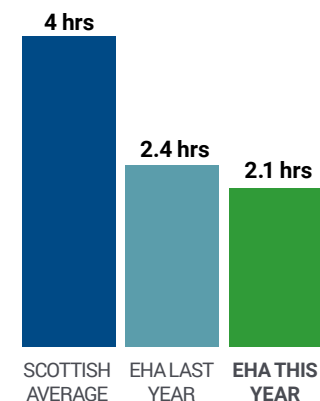


One of our main repair contractors has experienced staffing and resource issues which has affected their performance.

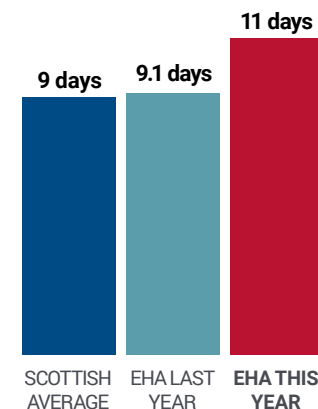
We have raised our concerns and are now closely monitoring this for improvement. Coupled with this, we are implementing an upgraded contractor portal which should have a positive impact on contractor performance.



Average time taken to complete an emergency repair



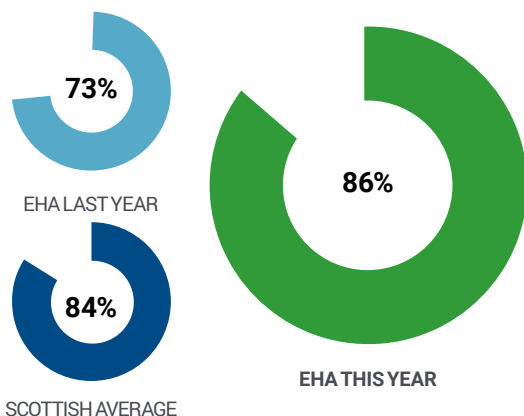
Average time taken to complete a non-emergency repair



Improvements and New Homes

We continue to carry out modernisation works through the Home Improvement Team and external contractors. We have improved communications on our planned works following feedback – you said, we did? We are communicating these planned works out to the areas where they will be taking place with focused information sheets. These will also detail where any external decoration and roof maintenance are due.

Homes meeting the Scottish Housing Quality Standard



186
new homes
completed



116
heating
replacements



87
kitchen
replacements



86
bathrooms
replaced



32
emergency
repairs
completed



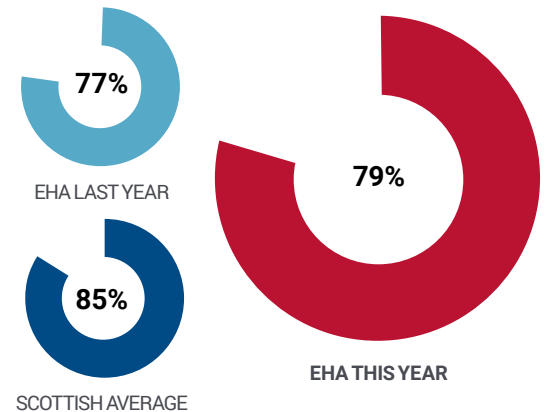
6358
reactive repairs
completed



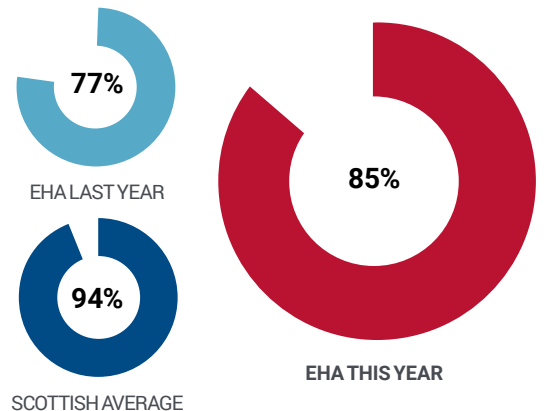
Managing Neighbourhoods

We're pleased to have maintained our performance on this indicator but are concerned that we are still below the Scottish Average. This year we will use satisfaction data to engage with customers in localities where there is lower satisfaction to identify the local issues and discuss with customers ideas for improvement. We are pleased that by working closely with the Council and Police, we have seen an improvement in the percentage of antisocial behaviour cases resolved last year. There is however more work to do in this area, and we have introduced a formal review of any cases which remain open for more than six weeks.

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

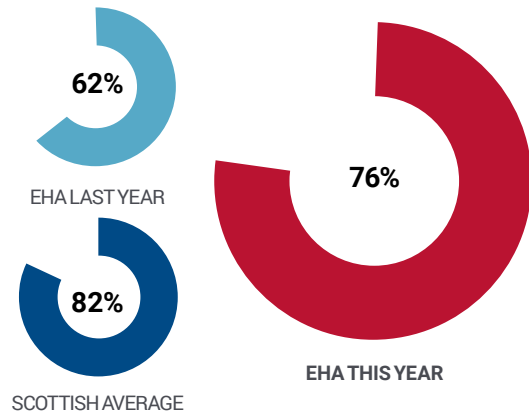


Percentage of ASB cases resolved

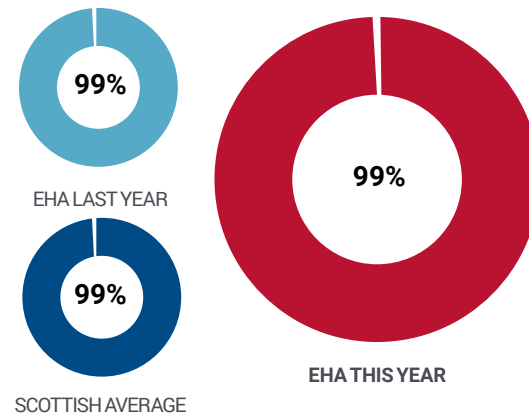


Value for Money

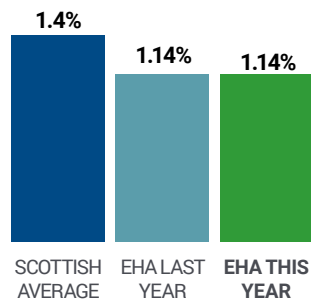
Customers satisfied that their home represents value for money



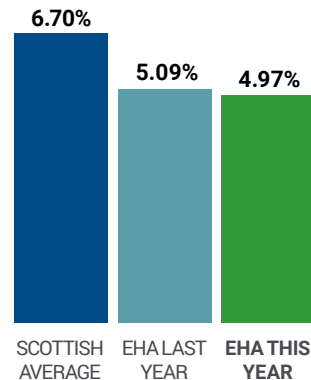
Percentage of rent collected



Amount of rent lost due to homes being empty



Gross rent arrears as percentage of rent due



£18,963

Awarded in
fuel vouchers

£42,766

Distributed to
reduce fuel debt

Overall this is a good set of results.

Our rent arrears and rent lost through empty homes performance is better than the Scottish Average.

3 out of 4 of our customers think that our homes provide good value for money. However many of us continue to experience severe financial pressure and we're committed to doing what we can to help whether that's helping customers to maximise their income through welfare benefits and grants, provision of energy advice, or assistance from our food hub.



£1,059,542

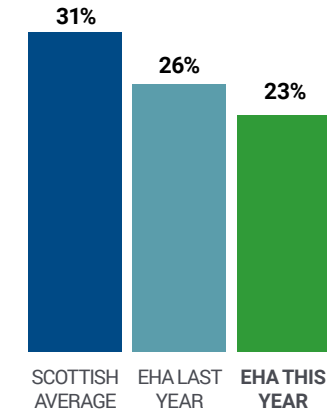
Generated in welfare benefits



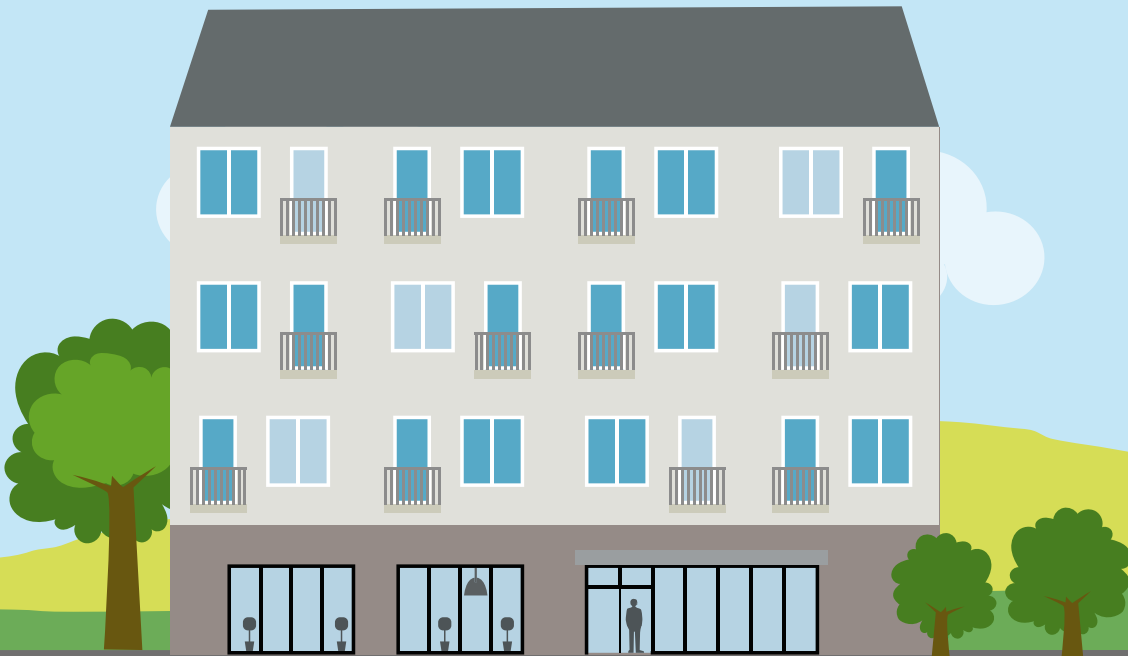
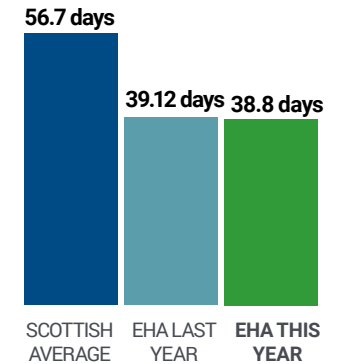
Lettings

We were delighted to welcome 402 new tenants during the year. 184 tenants moved into new build homes in Galashiels, Chirnside, Earlston and Extra Care housing in Kelso, and a further 218 new tenants moved into homes which became available for let during the year. We are focussed on maximising the amount of time our homes are in use and continue to work hard to address the challenges of getting repair work carried out quickly in empty homes.

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

