



# Welcome to Eildon's Performance Report 2024/25

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.



Delivering for our  
customers



Innovation and  
modernisation



Investment in  
our homes



Growth and  
meeting need



Developing our  
People



Supporting our  
communities



# Thank You

Thanks to all customers who took time to complete our annual satisfaction survey, and provide valuable feedback on our services throughout the year. We really appreciate it.



**Delivering for Our Customers**

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.

## 'My Eildon'

Our customer portal

Easier, quicker,  
available 24/7



Book it



Pay it



Request it



Check it



Sort it



## Delivering for Our Customers



# At a Glance

Areas that have improved since last year, or are better than the average for social landlords across Scotland

	Last Year	This Year	Scottish Average
Average days to re-let a property	39.1	32.4	60.6
Rent lost due to homes being empty	1.14%	0.89%	1.30%
Tenancies began in previous year that have lasted more than a year	92.7%	94.8%	91.6%
Tenancy offers refused	22.5%	18.2%	32.4%
Percentage of rent collected	99.0%	99.6%	100.2%
Gross rent arrears as % of rent due	4.97%	4.27%	6.17%
Customers satisfied with the overall service	80.8%	83.5%	86.9%
% of existing tenants satisfied with the quality of their home	79.5%	86.1%	84.7%
Average time taken to complete emergency repairs (hours)	2.1	2.9	3.9
Customers satisfied with the quality of the repairs service	89.3%	89.7%	86.8%
Homes meeting the Scottish Housing Quality Standard	86.3%	89.5%	87.2%
Number of gas safety checks not carried out	1	0	

We're proud of these results which show that we're among the top performing landlords in many areas. We remain focused on allocating our homes as soon as we have vacancies, ensuring that in the context of a Housing Emergency, as many people as possible have access to quality affordable housing when they need it.



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Our Customers**

## Areas where there is room for improvement

	Last Year	This Year	Scottish Average
Customers who feel that Eildon is good at keeping them informed about their services and decisions	87.9%	87.7%	90.0%
Customers satisfied with opportunities to get involved	89.6%	82.9%	86.3%
Percentage of tenants satisfied with the landlord's contribution to management of their neighbourhood they live in	79.5%	75.4%	84.2%
Percentage of antisocial behaviour cases closed within timescale	85.4%	83.8%	93.40%
Reactive Repairs completed Right First Time	94.6%	81.2%	88.0%
Average time taken to complete non-emergency repairs – days	11.1	13.2	9.1
Customers who think Eildon provide value for money	76.2%	75.4%	82.0%
% of factored owners satisfied with the factoring service they receive	79.0%	63.2%	57.90%

These are the areas for improvement that we'll be focussing on during the year. We have reviewed our Customer Voice strategy, and are exploring ways in which we can deliver improvements within neighbourhoods which customers expect. We will also be carrying out a review of our Factoring Service this year.



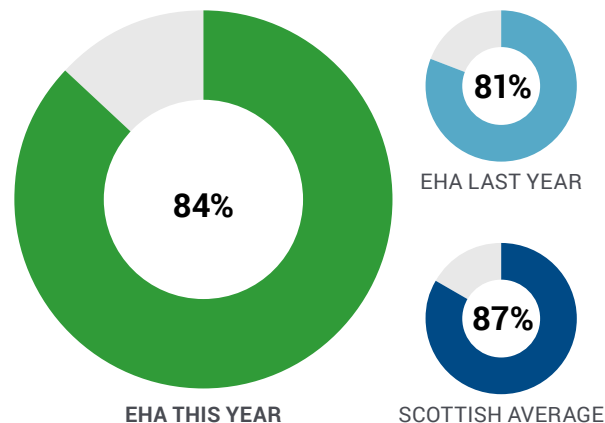
Supporting Our Communities

# Overall Service

We are pleased to report that customer satisfaction with our overall service has once again increased, marking the third consecutive year of improvement. This positive trend reflects the dedication and hard work of our staff, who consistently place our customers at the centre of everything we do. While we are encouraged by this progress, we recognise that there is still more to be done. We remain firmly committed to raising our standards even further to meet and exceed the expectations of those we serve.

Ongoing staff training and system enhancements ensure we continue to evolve and deliver a service that is not only reliable but exceptional. Customer feedback plays a vital role in this journey. Every comment we receive is carefully considered and used to refine our approach and shape future improvements. We strongly encourage all customers to take part in our surveys. Your insights are invaluable in helping us drive meaningful change and deliver the high-quality service you deserve.

## Customers satisfied with overall service



“We were very lucky to get the house. Everyone has been so helpful.”

“Love everything no complaints at all.”

“I am very happy with everything, also very happy with Eildon Housing for offering me a house.”

“All great just the workmanship could have been better (paint work).”

“Took a while to be completed. Contractor came out a second time before done.”



**Delivering for  
Our Customers**

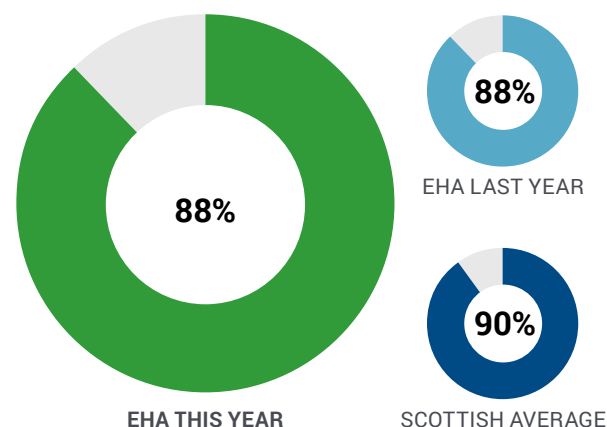


# Customer Experience

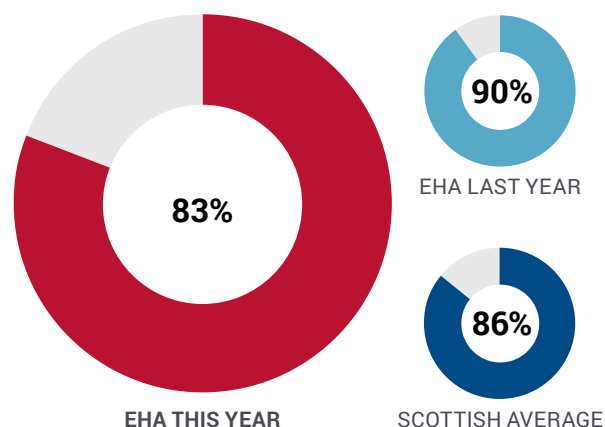
## Customer Engagement

We received feedback from over 100 customers and colleagues to shape our Customer Voice Strategy 2025–28. You told us we're doing well at keeping you informed, and rest assured we're committed to doing even better. We are looking at internal processes to ensure that Customer Voice is at the heart of decisions that have a direct impact on you as a customer. Stronger communication and more accessible involvement opportunities are on the way. Keep an eye on your Connect newsletter for updates and new ways to get involved.

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



Supporting Our Communities



**90+** Customer Opinion Group Members

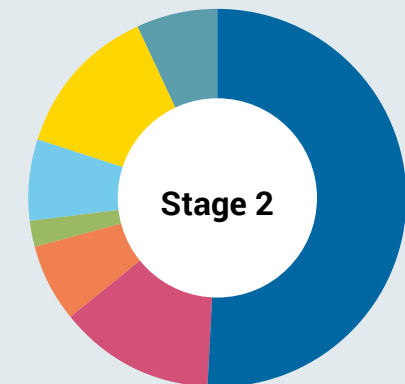
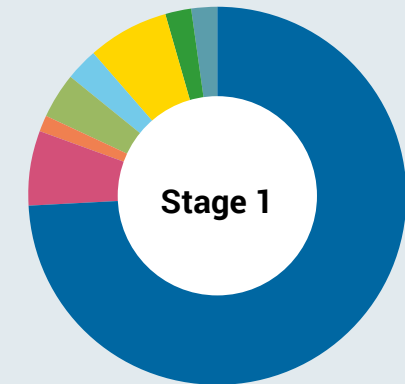
# Customer Experience

## Complaints Summary 2024/25

We have continued to improve our complaint handling and resolution processes over the past year. While Stage 1 complaints increased and Stage 2 complaints rose slightly, this increase reflects our commitment to capturing and addressing customer concerns more effectively. Every complaint is treated with priority and care. We thoroughly investigate each issue and respond thoughtfully, ensuring customers feel heard and respected. Feedback from complaints is invaluable as it helps us enhance our services and informs targeted staff training to prevent future issues and improve customer experience.

	Stage 1	Stage 2
Complaints received in the reporting year	214	39
Complaints carried forward from previous reporting year	3	3
All complaints received and carried forward	217	42
Number of complaints responded to in full by the landlord in the reporting year	216	41
Time taken in working days to provide a full response	827	963
Average time in working days for a full response	3.83	23.49
Percentage of complaints responded to in full	99.54%	97.62%

Complaints Breakdown





# Property

Repairs completed right first time is 81%, well below the 94% previously reported. Improvements to data collection is partly why there has been a decrease.

Analysis carried out highlighted some contractor performance was impacting this; this information will be used to drive improvements for future performance. The general repairs timescale has increased as has workload in that area, a 10% increase in repairs being processed. Emergency repairs have decreased significantly from 32 to 14. The timescale increase in this area was caused by one repair that was not dealt with effectively.

All other emergencies were carried out within the 2-hour target.



**14**

emergency  
repairs completed



**7068**

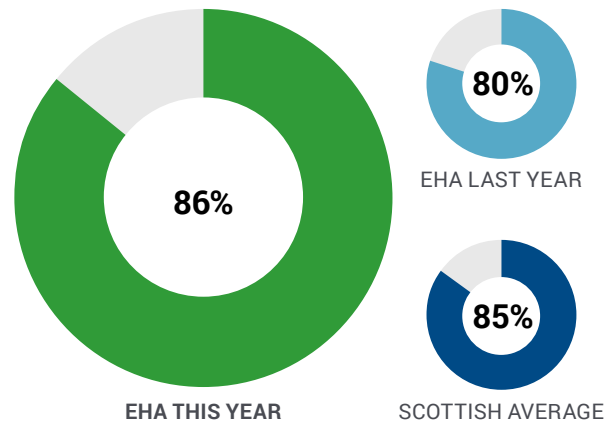
reactive repairs  
completed



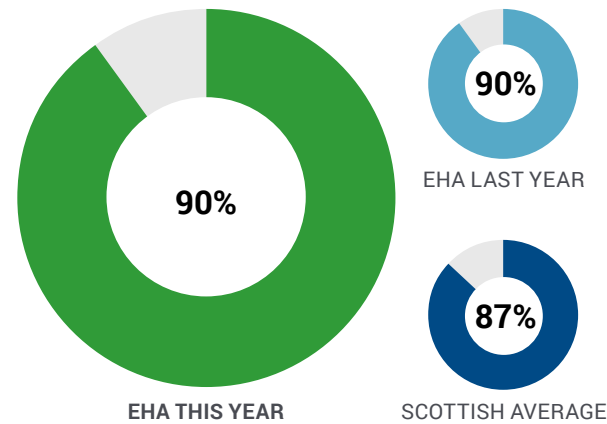
**Investment  
In Our Homes**

# Property continued

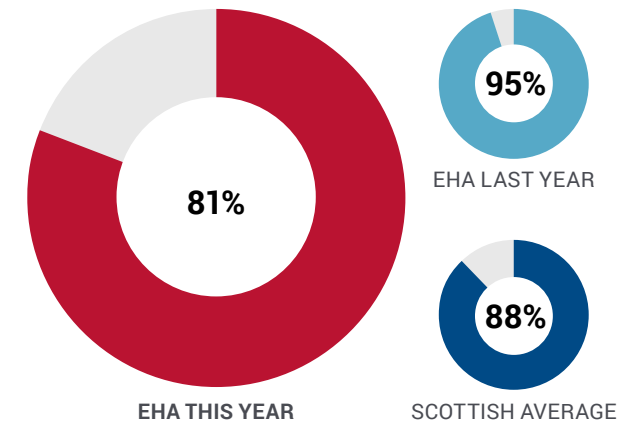
Customers satisfied with the quality of their home



Customers satisfied with the quality of the repairs service



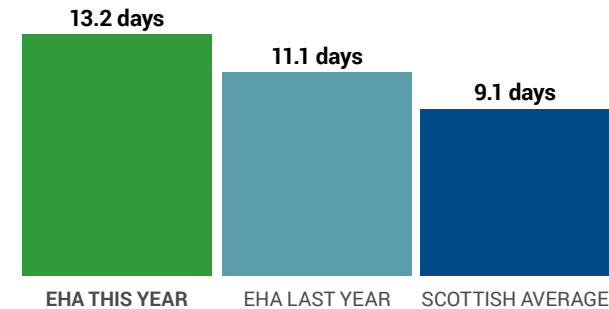
Reactive repairs completed right first time



Average time taken to complete an emergency repair – hours



Average time taken to complete a non-emergency repair – days



# Improvements & New Homes



**37**  
new homes



**113**  
heating  
replacements



**79**  
kitchen  
replacements



**96**  
bathrooms  
replaced

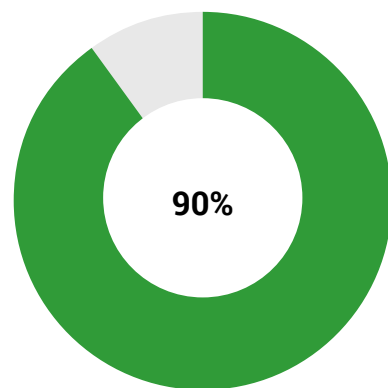


**14**  
emergency  
repairs  
completed

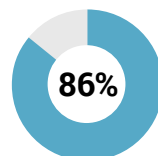


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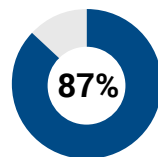
## Homes Meeting the Scottish Housing Quality Standard



EHA THIS YEAR



EHA LAST YEAR



SCOTTISH AVERAGE

This figure is gradually rising as we continue year on year to improve our properties.



**Investment  
In Our Homes**

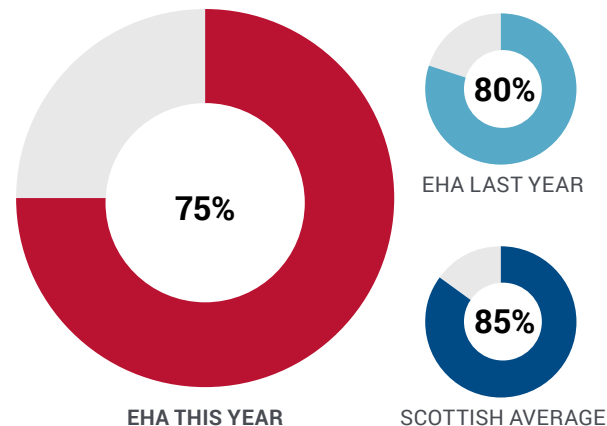




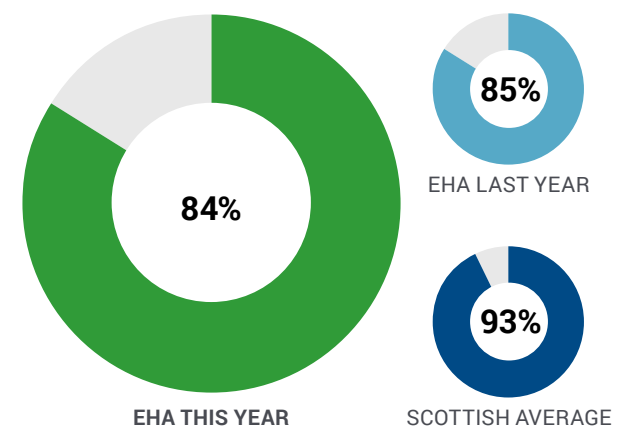
# Managing Neighbourhoods

We are disappointed that satisfaction with our contribution to neighbourhood management has decreased and remains below the Scottish Average. This year we are exploring different ways of increasing our presence in developments to identify issues and ensure that we deliver required improvements. We are also working closely with our grounds maintenance contractors to address concerns about the quality of that service in some areas. The percentage of antisocial behaviour cases resolved within our target timescales was also below the Scottish Average. We understand the considerable impact serious antisocial behaviour can have on individuals and communities and we continue to work with the Council and Police on our multi-agency approach to these matters.

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



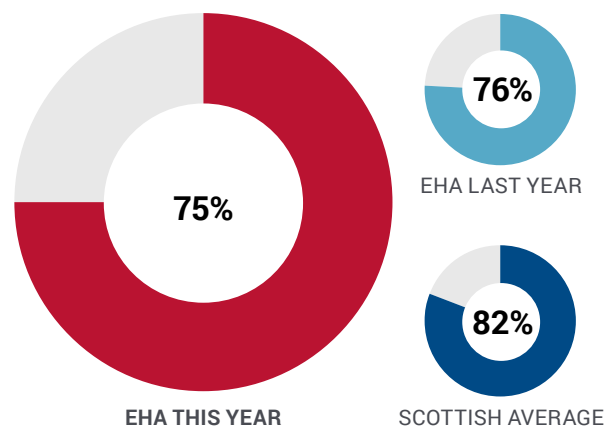
**Percentage of antisocial behaviour cases resolved**



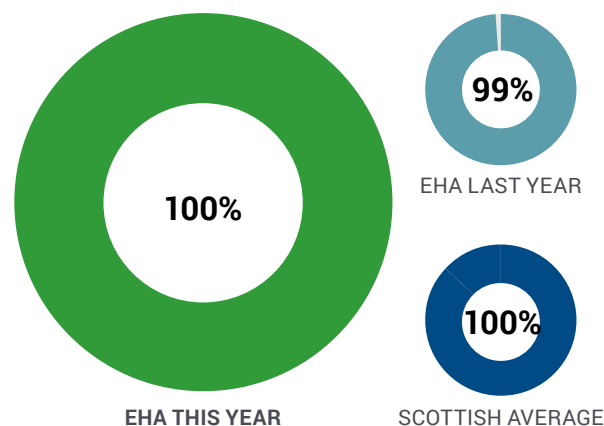
**Supporting Our Communities**

# Value for Money

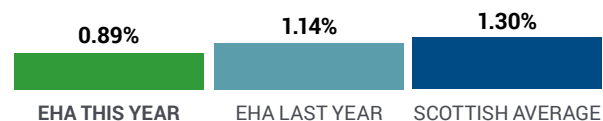
Customers satisfied that their home represents value for money



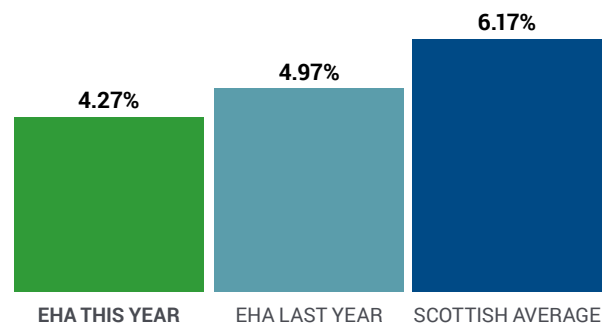
Percentage of rent collected



Percentage of rent lost due to homes being empty



Gross rent arrears as percentage of rent due



Growth And  
Meeting Need







# Value for Money

## continued

These are positive results – our rent arrears and rent lost through empty homes are both below the Scottish Average, and 3 out of 4 of our customers think that our homes provide good value for money. We know that many customers continue to face severe financial pressure and we're committed to doing what we can to help. This year we will continue to help people to maximise their income through welfare benefits and grants and provide more targeted assistance to those experiencing fuel poverty.



**£14,755**

Awarded in fuel vouchers



**£23,365**

Spent on fuel debt



**£1,002,745**

Generated in welfare benefits



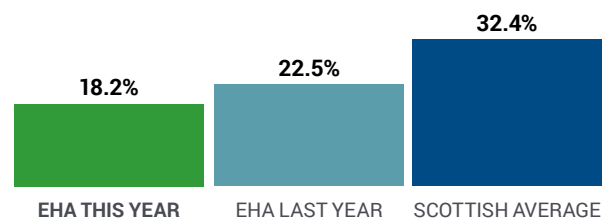
**Growth And Meeting Need**



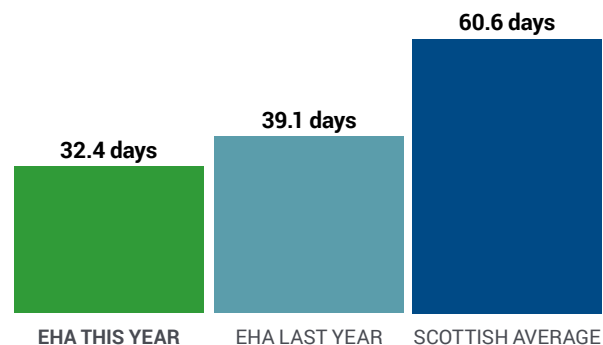
# Lettings

We were delighted to welcome 284 new tenants during the year. Tenants moved into 40 new homes in Earlston and Chirnside, and we relet a further 188 general needs homes and 56 supported homes during the year.

## Tenancy offers refused



## Average calendar days to re-let a property



Delivering for Our Customers

# Find out more

If you'd like to find out more:  
You can visit the Scottish  
Housing Regulator's website:  
**[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 **[housing@eildon.org.uk](mailto: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](mailto:housing@eildon.org.uk)**

