



Performance Report 2025/26



Caring, Committed, Connected, Creative

“ The contractor was very prompt, however, I felt that they did not deem this as an emergency ”



“ Everything down to the communication was really good ”



Thank You

Thanks to all our customers who took the time to complete our annual 2025 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.



Overall Service

This sustained improvement is a strong reflection of the commitment, professionalism and customer focus demonstrated by our employees every day. Their dedication to delivering high-quality services and putting customers at the heart of what they do has helped drive these encouraging results.

While we are pleased to see satisfaction continue to move in the right direction, we recognise that there is always room to improve. We remain committed to listening to our customers, learning from their experiences and continually enhancing the services we provide.

Through ongoing staff development, service improvements and investment in our systems and processes, we will continue to build on this positive momentum. Customer feedback remains central to this work, helping us identify what we are doing well and where we can make further improvements.

We would like to thank everyone who has taken the time to share their views. By participating in our surveys, customers play an important role in shaping our services and helping us deliver an even better experience for all.

“I really like the flat, the housing officer was lovely and I couldn't have asked for more support ”



88%
Scottish Average

84%
Last year

84%
This year



We are delighted to report that our overall service customer satisfaction has increased once again, rising to 84% in 2025/26.

This represents the fourth consecutive year of improvement, continuing a positive upward trend from 80% in 2023/24.

While we continue to out perform the Scottish average across a range of measures, we are equally encouraged by the progress made in areas where improvement is still needed.

These results reflect our commitment to delivering high-quality services, listening to our customers, and driving continuous improvement across everything we do.



At a glance

We are proud of these results, which demonstrate our strong performance and place us among Scotland's leading social landlords in many key areas.

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	32	36	52
Rent lost due to homes being empty	0.89%	1.08%	1.13%
Percentage of ASB cases closed within timescale	84%	89%	93%
Reactive Repairs completed Right First Time	81%	97%	95%
Gross rent arrears as % of rent due	4%	4%	6%
Customers satisfied with the overall service	84%	84%	88%
Average time to complete non-emergency repairs - days	13.2	10.6	8.8
Average time to complete emergency repairs (hours)	2.9	2.6	3.5
Customers satisfied with the quality of the repairs service	90%	88%	88%
% factored owners satisfied with factoring service they receive	63%	75%	57%
Homes meeting the Scottish Housing Quality Standard	90%	90%	90%

We have reviewed and refreshed our Customer Voice Strategy to ensure customers remain at the heart of decision-making, and we will continue to explore new and innovative ways to identify, prioritise and deliver the improvements that matter most to local communities.

By working closely with customers, we aim to enhance neighbourhoods, improve service delivery and ensure we are meeting the expectations of those we serve.



At a glance

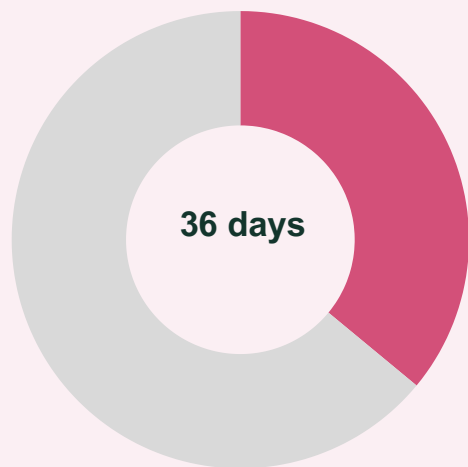
These are the key areas we will focus on over the coming year as we continue to strengthen our services and improve customer outcomes.

Our Customer Commitments and Customer Charter outlines the promises we make to reflect our responsibility to provide high-quality, respectful and responsive services that put customers at the heart of everything we do.

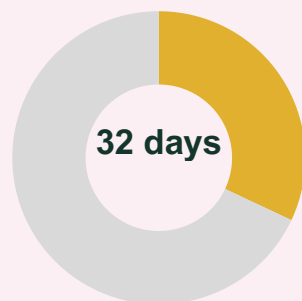
Areas where there is room for improvement

	Last Year	This Year	Scottish Average
Customers who feel that Eildon is good at keeping them informed about their services and decisions	88%	87%	91%
Customers satisfied with opportunities to get involved	83%	75%	88%
% of tenants satisfied with the landlord's contribution to management of their neighbourhood	75%	69%	85%
Percentage of existing tenants satisfied with the quality of their home	86%	85%	87%
Tenancies began in previous year that have lasted more than a year	95%	90%	93%
% of rent collected	99.6%	99.5%	99.7%
Customers who think Eildon provides value for money	75%	68%	82%

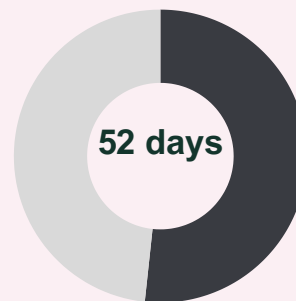
This year



Last year



Scottish Average



Average calendar days
to re-let a property

We were delighted to welcome....



164

New general
needs tenants



31

New Supported
Housing tenants



30

Existing tenants
transferred home to
better meet their needs

Welcoming new tenants



Against the backdrop of a national housing emergency, we remain focused on making sure our homes are available to those who need them most. By minimising the time homes stand empty and re-letting properties as quickly as possible, we are helping more people access high-quality, affordable housing when they need it. Maximising the use of our homes not only supports individuals and families seeking accommodation but also helps us make the best use of our housing stock to meet growing demand across our communities.

Through our new Customer Opinion Group newsletter, we share opportunities to get involved and demonstrate how your feedback is making a difference.

131

Customer Opinion Group members

who help shape services, review policies and influence improvements



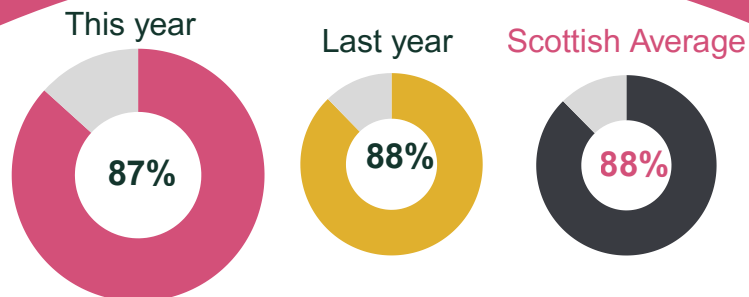
Get in touch and help shape our services



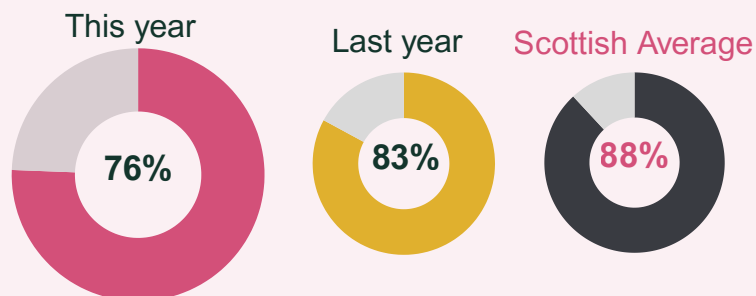
Customer Experience

Engagement

Customer voice remains at the heart of our approach. While satisfaction with opportunities to participate has reduced this year, our Customer Opinion Group has grown.



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



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



Customer Voice Year in numbers



- **131** customer opinion group members
- **44%** increase in membership since 2024/25



1925 customer engagement opportunities including the following survey responses: -

- **855** transactional satisfaction survey
- **398** customer satisfaction survey
- **367** rent consultation survey
- **305** responses and engagement through service consultations and policy reviews



Let's Talk sessions

- **21** sessions across 7 care and supported developments
- **90+** Customers participating in each session

Customer Experience

Complaints

Analysis of complaint feedback has provided valuable insight for further improvement, particularly in relation to communication. Customers have highlighted the importance of receiving timely, clear, and consistent updates throughout both the complaint process and service delivery.

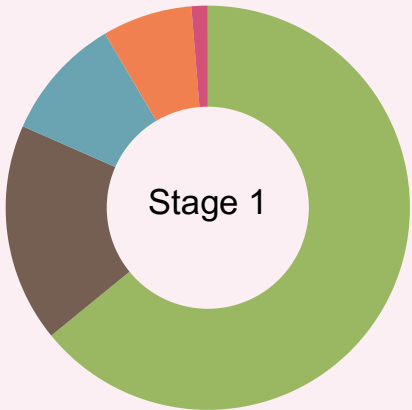
Enhancing communication will be a key priority over the coming year. We are committed to building on the progress already made through a range of service improvements. These include strengthening customer updates, improving the quality and consistency of responses, enhancing communication between teams, and ensuring customers are kept informed at every stage of the resolution process.



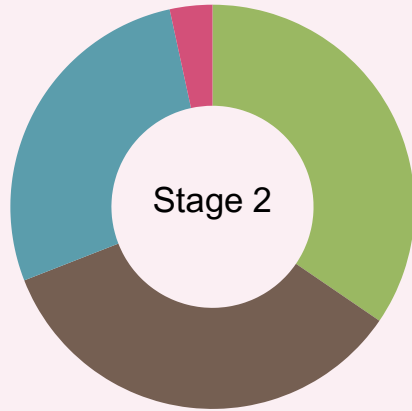
Improvements to our complaints handling process have led to faster response times and more efficient complaint resolution, demonstrating positive progress in the service we provide to customers.

Summary 2025/26	Stage 1	Stage 2
Complaints received in the reporting year	201	42
Complaints carried forward from previous reporting year	1	1
All complaints received and carried forward	208	43
Number of complaints responded to in full by the landlord in the reporting year	206	40
Average time in working days for a full response	3.39	17.05
Percentage of Complaints responded to in full	99%	93%

Complaints Breakdown



A less complex complaint that can be resolved quickly by frontline staff



A complaint requiring a formal investigation due to its complexity

Tenancy Management



Grounds Maintenance



Repairs



Care



Other



At **Stage 1**, the majority of complaints related to **Repairs (64%)**, while **Stage 2**, complaints were most commonly associated with **Repairs (34.5%)** and **Tenancy Management (34.5%)**.

Maintaining your home

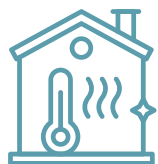
This year saw a significant improvement in repair performance with 97% of reactive repairs completed right first time, up from 81% last year and exceeding the Scottish average of 95%.

We also improved our response to emergency repairs, reducing average completion times from 2.9 hours to 2.6 hours, again ahead of the Scottish average of 3.5 hours. While we are disappointed that customer satisfaction has fallen slightly compared with last year, satisfaction levels remain relatively strong. Combined with the significant improvements achieved in repair performance and completion times, this demonstrates our commitment to continuous improvement and delivering high-quality homes and services for our tenants.



	Last Year	This Year	Scottish Average
Customers satisfied with the quality of their home	86%	85%	87%
Customers satisfied with the quality of the repairs service	90%	88%	88%
Reactive repairs completed right first time	81%	97%	95%
Average time taken to complete an emergency repair - hours	2.9	2.6	3.5
Average time taken to complete a non-emergency repair - days	13.2	10.6	8.8





Heating
replacement

94



Kitchen
replacement

62

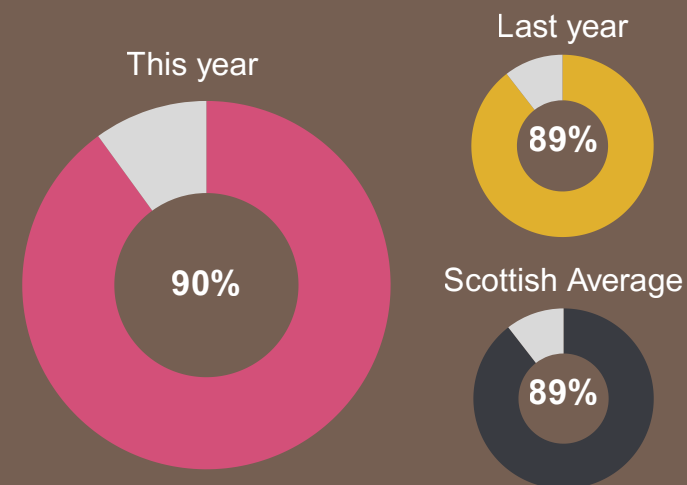


Bathroom
replacement

89

Maintaining the quality of our homes remains a key priority, and we are pleased to report that 90% of our homes now meet the Scottish Housing Quality Standard, an improvement from 89% last year and exceeding the Scottish average of 89%. While the increase is modest, it does represent continued progress in maintaining and improving our housing stock. Whilst recognising that there is still more work to do to achieve even higher levels of compliance in the years ahead, these figures reflect our ongoing investment in our properties and our commitment to providing safe, warm and high-quality homes for our tenants.

Investing in your home



Homes meeting the Scottish Housing Quality Standard



Managing Neighbourhoods

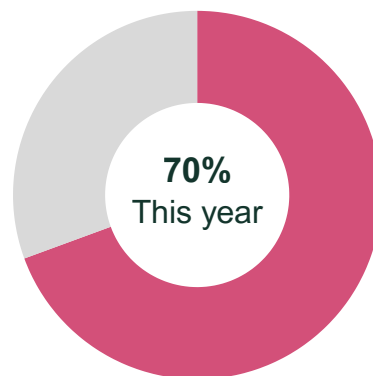
While we are disappointed that customer satisfaction with our contribution to neighbourhood management has declined and remains below the Scottish average, we are committed to improving the services and outcomes that matter most to our customers.

During the year ahead, we will strengthen our presence within local communities and explore new ways of engaging with customers, enabling us to identify concerns earlier, respond more effectively, and deliver visible improvements across our neighbourhoods. We will also continue to work closely with our grounds maintenance contractors to address concerns regarding service quality and ensure consistently high standards are achieved throughout our communities.

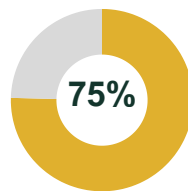
We have seen positive progress in our management of antisocial behaviour, with a greater proportion of cases being resolved within our target timescales. Although performance remains below the Scottish average, this improvement demonstrates the impact of our continued focus on delivering timely, effective and customer-centred interventions. We recognise the significant effect that antisocial behaviour can have on individuals, families and communities, and remain committed to working in partnership with the Council, Police Scotland and other agencies to prevent and address issues, support those affected, and help create safer, stronger and more sustainable neighbourhoods.



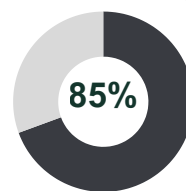
Customers satisfied with the landlord's contribution to the management of the neighbourhood they live in



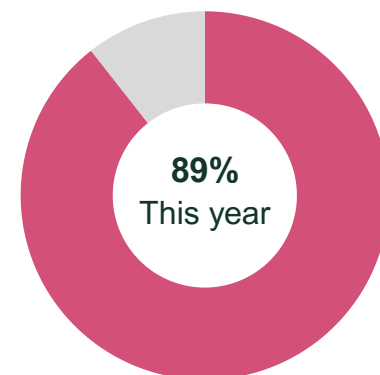
Last year



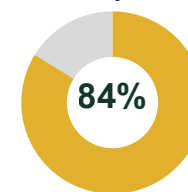
Scottish Average



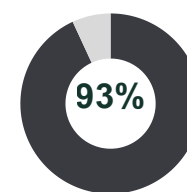
Percentage of ASB cases resolved



Last year



Scottish Average



Supporting customers

We remain committed to supporting customers who are experiencing financial hardship.



Through the provision of welfare benefits advice, assistance with grant applications, and targeted support to address fuel poverty, we will continue to help customers maximise their income, improve financial resilience and sustain their tenancies. By working closely with customers and partner agencies, we aim to ensure that those most in need can access the support available to them, helping to create more stable and sustainable tenancies.



Generated in Welfare Benefits

£1,312,760



Awarded in Fuel vouchers

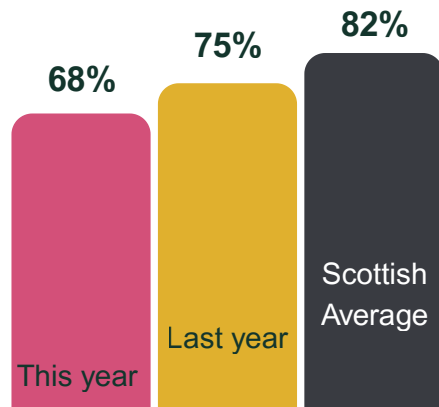
£6,850



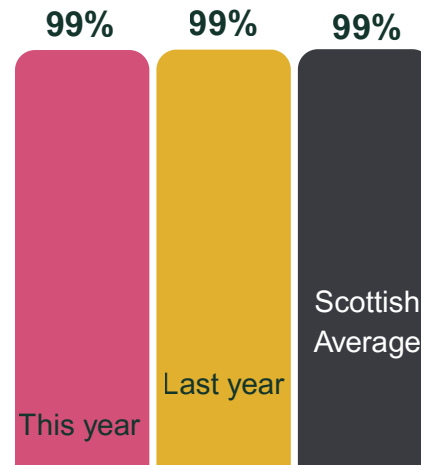
Spent on fuel debt

£13,067

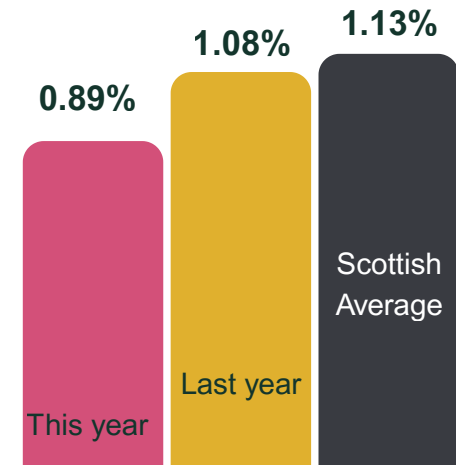




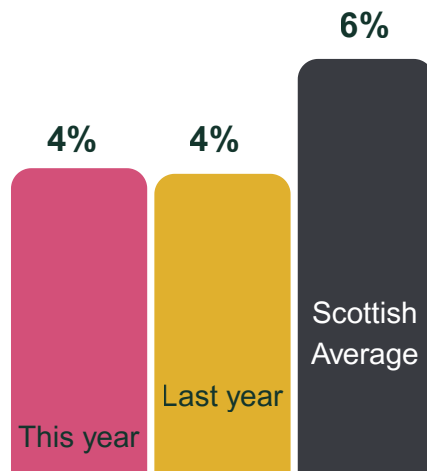
Customers satisfied that their home represents value for money



Percentage of rent collected



Percentage of rent lost due to homes being empty



Gross rent arrears as percentage of rent due

Value for money

These results are encouraging, with both rent arrears and rent lost through empty homes remaining below the Scottish average. This reflects the effectiveness of our proactive approach to income management and tenancy sustainment, despite the continuing financial pressures faced by many of our customers.

'My Eildon'

Our Customer Portal

Easier,
quicker,
available
24/7



Book it



Check it



Pay it



Request it



Sort it

If you'd like to find out more you can visit the
Scottish Housing Regulator's website:
www.scottishhousingregulator.gov.uk



Remember there are lots of ways to get in touch with us, but the easiest is **My Eildon**, our 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.



How to contact us

We welcome your feedback - there are many ways to let us know what you think.



The Weaving Shed, Ettrick Mill,
Dunsdale Road, Selkirk
TD7 5EB



www.eildon.org.uk



Customer Service: 03000 200 217



EildonHousing



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