

A meeting of the Management Committee will take place on **Thursday 25 May 2023 at 7.00pm** at **ELHA Head Office, Haddington**

Please advise staff if you are unable to attend.

The meeting will commence with a short presentation from Waterstons

Joyce Bolan
Secretary

B U S I N E S S

1.0 GENERAL

- 1.1 Apologies
- 1.2 Declaration of Interest by Management Committee Members
- 1.3 Minutes of 23 March 2023 – **for approval**
- 1.4 Action List – for information
- 1.5 Matters Arising

2.0 GOVERNANCE

- 2.1 Secretary's Report – **for homologation**
- 2.2 Key Performance Indicators 2022/23 – for information

3.0 PRIORITY ITEMS

- 3.1 Annual Return on the Charter – **for approval**

4.0 POLICIES

- 4.1 Privacy Policy Review – **for approval**
- 4.2 Chargeable Repair Policy Review – **for approval**
- 4.3 Payroll Policy – **for approval**
- 4.4 Fixed Asset Depreciation / Grant Amortisation Policy Review – **for approval**

5.0 BUSINESS MANAGEMENT

- 5.1 Tenant Participation Annual Report – for information

6.0 ANY OTHER BUSINESS

DATE OF NEXT MANAGEMENT COMMITTEE MEETING

Thursday 24 August 2023 at ELHA Head Office, Haddington, at 7.00pm

Secretary's Report – for homologation

1.0 Membership

No new applications for membership received.

2.0 Use of Seal for Homologation

- 2.1 Minute of Agreement for Low Cost Home Ownership, 17 Hawthorn Place, Ormiston, with ELC, Scottish Ministers, ELHA [REDACTED]

Recommendation

The Management Committee is asked to Homologate the use of the Seal.

Key Performance Indicators 2022/23

Report by Martin Pollhammer, Chief Executive – for Information

1.0 Introduction

The Association's Key Performance Indicators (KPI's) for the fourth quarter of 2022/23 and full year are attached as **Appendix 1** to this report.

2.0 ELHA Performance

The Association has missed the following targets:

2.1 Unit Reactive Maintenance Costs

Unit reactive and void maintenance costs are £937 compared to the target of £733. The overspend here has been driven by a number of factors. The unfavourable macroeconomics environment has meant there has been an increase in the cost of materials and this has continued in Quarter 3 and into Quarter 4.

The unit cost at the first quarter was £1,187, and therefore a large part of the overspend has related to the first half of the year, which we has been reported on previously. There were significant void costs earlier in the year, with several properties being returned in poor condition.

Other factors included remedial work started at 1 Crossgates, Ormiston, after the major fire damage. These costs will be recoverable, but not until completion of the claim. In addition, there have also been some roofing repairs required after temporary repairs were made after the storms at the end of 2021 and start of 2022, but due to insurance terms, only a small portion of this will be recoverable.

2.2 Gold Key Tenants

Gold Key Tenants were significantly under the ambitious target of 25% at year end. The focus of the Healthy Happy Home Checks shifted to Bronze Key Tenants and encouraging them to upgrade to Gold Key Tenant status during the last quarter but take has been slow. A new strategy to encourage tenants to upgrade will be planned for 2023/24, once the transition to Rent Collector payments for Platinum Key Tenants has been completed.

2.3 Number of accidents reportable to HSE

The Management Committee were previously made aware of an incident that occurred in a property in Haddington in late January 2023. This is now noted in the KPIs.

The incident was reported to the HSE who have acknowledged the report of the incident but who have not commented beyond that. The Association also reported this as a Notifiable Event to the Scottish Housing Regulator (SHR), who have advised that they do not intend to take any action at this point but who have asked to be made aware should the HSE make any further contact. Lenders and insurers have been notified where required.

2.4 Audit & Compliance Committee Attendance

Only four of the eight members of the Audit & Compliance Committee were able to attend the meeting on 22 November 2022, resulting in a 50% attendance. This has also reduced the overall Year to Date attendance percentage to 73%, slightly below target.

2.5 Percentage of Tenants Paper Free

Paper-free tenants have slightly increased to 85% and are only 3% below the target of 88% at year end. Staff continue to encourage tenants to sign up to paper-free services where appropriate, although where tenants have made it clear that they do not wish to go paper-free, this has been noted and will be respected.

2.6 Percentage of Complaints Responded to within Target

At 99%, this is 1% below target and relates to two Stage One complaint responses missing the five day response target, out of a total of 131 complaints. All Stage Two complaints were responded to within target. Whilst this is disappointing, it is not of significant concern, and is an improvement on the 2021/22 figure.

Key Performance Indicators 2022/23

Performance Indicator	Quarterly Target	Q1	Q2	Q3	Q4	2022/23 Target	2021/22 Actual	Year to Date	Status
Rental Income									
Non-technical arrears as % of rental income	2.8%	2.53%	2.57%	2.72%	2.78%	2.8%	2.45%	2.78%	😊
Bad debts written off as % rental income	1.50%	1.26%	1.43%	1.09%	1.35%	1.50%	0.1%	1.35%	😊
Voids as % of rental income	0.75%	0.80%	0.65%	0.65%	0.63%	0.75%	0.51%	0.65%	😊
Finance/Treasury									
Interest cover (loan covenants)	110%	235%	264%	247%	243%	110%	286%	243%	😊
Gearing (loan covenants FRS102 definition)	<37%	23%	23%	23%	22%	<37%	24%	22%	😊
Current assets as a % of current liabilities	100%	140%	157%	140%	128%	100%	146%	128%	😊
Cash as a % of net rental and service charge income	>20%	30%	28%	30%	34%	>20%	39%	34%	😊
Unit management costs	£1,962	£1,780	£1,719	£1,707	£1,807	£1,962	£1,532	£1,807	😊
Unit reactive maintenance costs	£733	£1,187	£878	£891	£937	£733	£745	£937	😞
Asset Management									
Stock condition inspections completed	cumulative	0%	0%	0%	30%	30%	0%	30%	😊
Gas services completed within timescale	cumulative	100%	100%	100%	100%	100%	99%	100%	😊
Planned maintenance contracts with >5% overspend	0	0	0	0	0	0	0	0	😊
Average length of time taken to complete emergency repairs	<2 hours	01:14:40	01:10:19	01:16:32	01:18:53	<2 hours	1.16	01:15:12	😊
Average length of time taken to complete non-emergency repairs	< 6 days	6.09	3.94	4.40	4.65	< 6 days	6.5	4.73	😊
Repairs completed right first time	85%	93.95%	92.24%	93.87%	96.66	85%	92.00%	94.20%	😊
Repair appointments kept	93%	97%	98%	98%	98%	93%	98%	98%	😊
Housing Management									
Properties allocated after 3 or more refusals	0	0	0	0	0	0	0	0	😊
Number of evictions carried out	no target	0	0	0	0	no target	0	0	😊
Number of ASBO's in force against tenants	no target	0	0	0	0	no target	0	0	😊
Bronze Key Tenants	40%	44.2%	46.2%	46.2%	46.5%	40%	44.2%	46.2%	😊
Gold Key Tenants	25%	14.7%	13.8%	15.0%	14.8%	25%	14.7%	15.0%	😞
Platinum Key Tenants	23%	24.7%	24.3%	23.4%	23.2%	23%	24.7%	23.4%	😊
Corporate									
Number of accidents reportable to HSE	0	0	0	0	1	0	0	1	😞
Network Availability	99%	99%	99%	99%	100%	99%	N/A	99%	😊
% working days lost through long term sick leave	5%	3.0%	2.8%	1.7%	1.7%	5%	3%	1.7%	😊
% working days lost through short term sick leave	2%	0.9%	0.8%	1.1%	1.9%	2%	1%	1.1%	😊
Management Committee Attendance	75%	83%	88%	85%	88%	75%	76%	87%	😊
Audit & Compliance Committee Attendance	75%	86%	79%	50%	75%	75%	73%	73%	😞
% of Tenants using their My Home Account	88%	86%	87%	87%	88%	88%	85%	88%	😊
% of Tenants Paper Free	88%	83%	84%	85%	85%	88%	82%	85%	😞
% of complaints responded to within target	100%	100%	97%	100%	99%	100%	97%	99%	😞

😊 Performance Excellent 😊 Performance Satisfactory 😞 Performance Poor

Annual Return on the Charter (ARC)

Report by Karen Barry, Director of Housing – for Approval

1.0 Annual Return on the Charter (ARC)

The Scottish Housing Regulator (SHR) is responsible for monitoring social landlords' progress towards achieving the standards and outcomes set out in the Scottish Social Housing Charter. The Annual Return on the Charter (ARC) provides contextual information and performance information against 39 Charter Indicators and must normally be submitted to the SHR by 31 May each year.

The SHR also monitors and reports on social landlords' compliance with the Energy Efficiency Standard for Social Housing (EESH) which was launched by the Scottish Government in March 2014 and which forms part of this Return. The EESH contributes towards the carbon emissions reduction targets set by the Climate Change (Scotland) Act 2009. Data collection for EESH2 continues to be paused until the outcome of the Scottish Government review of EESH2 is known.

The information provided in the ARC is used by the SHR to:

- Form a view of the regulatory risk presented by a Registered Social Landlord (RSL) and consequently the level of engagement that the SHR will have with the landlord (other information, e.g., financial returns, are also considered)
- Inform the regulatory process by comparison with other RSLs
- Form the basis for thematic inspections
- Publish an annual statistical report to enable RSLs, and others, to analyse performance against comparable organisations
- Publish information aimed at informing tenants about their landlord's performance

It is the responsibility of the Management Committee to ensure that staff provide accurate information and submit the ARC on time, and at its meeting on 16 May 2022 the Governance Standards Working Group carried out a spot check of the data. A Management Committee member is required to authorise the online submission of the ARC and to confirm that its contents have been discussed at a meeting of the full Management Committee.

A copy of ELHA's ARC is attached to this report.

2.0 Performance

The Management Committee may recall a significant deviation in performance reported between the 2020/21 and 2021/22 ARC returns with regards to compliance with the Scottish Housing Quality Standard. Between those reporting periods the reported compliance fell from almost 100% in 2020/21 to under 50% in 2021/22. This was a result of the changes introduced by the Scottish Government in respect of requiring all properties to have interlinked Smoke and Carbon Monoxide Detectors fitted by the end of February 2022, and to have had an Electrical Inspection Compliance Report (EICR) carried out by the end of March 2022. The Scottish Government introduced these new requirements in April 2020, at the outbreak of the Coronavirus pandemic.

Given that access to tenant's homes was severely restricted for the majority of the pandemic, the efforts to comply with these requirements were initially focused on the installation of Smoke and Carbon Monoxide Detectors as this was assessed as providing the greatest benefit to tenants. There were 32 ELHA properties that did not comply with the new Standard on 31 March 2022, largely due to tenants not allowing access to have the work carried out, however, as at 31 March 2023, this number now stands at one. In addition to this, there were 691 ELHA properties that did not have a current EICR on 31 March 2022. On 31 March 2023, this number had reduced to 54 hence the significant improvement on compliance with the SHQS to 94%.

At the time of writing this report, this number has fallen to 33 and every effort is being made to reduce this further. An update on this figure will be available at the meeting.

There is also a deviation in performance relating to satisfaction with the Factoring Service. At 31 March 2022, satisfaction levels stood at 33%, however, following an independent satisfaction survey in November 2022, this reduced to 11%. There was a significant reluctance by owners to take part in the survey with only nine Factored Owners agreeing to participate.

Given the small sample size this can mean that one single result can give a misleading impression. The survey will be repeated later in the year, when it is hoped that more Owners participate and satisfaction levels rise, particularly following the introduction of a new version of My Home specifically for Sharing Owners, more accessible information being provided, and an Occupancy Charge discount for receiving paper-free services.

3.0 Performance Review

The Scottish Housing Regulator uses the ARC return to compile Landlord Performance Reports for each RSL. This includes some key comparative data.

The Association commissions an independent consultant to review the published ARC data and undertake a review of ELHA performance, including benchmarking performance against other RSLs. This report will be presented to the November 2023 Management Committee meeting.

This ensures the Management Committee is able to review the Association's performance in a wider context, but routine performance management is reported through the Key Performance Indicator report (see **Agenda Item 2.2**), and Complaints Analysis reports, as well as other more detailed performance reporting to the Audit & Assurance Committee, therefore no further analysis of the ARC return has been undertaken at this stage.

Recommendation

The Management Committee is asked to approve the Annual Return on the Charter for submission to The Scottish Housing Regulator.



Landlord name: East Lothian Housing Association Ltd

RSL Reg. No.: 103

Report generated date: 15/05/2023 14:24:42

Approval

A1.1	Date approved	
A1.2	Approver	
A1.3	Approver job title	
A1.4	Comments (Approval)	



Comments (Submission)

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Social landlord contextual information

Staff

Staff information, staff turnover and sickness rates (Indicator C1)

C1.1	the name of Chief Executive	Mr. Martin Pollhammer
C1.2.1	C1.2 Staff employed by the RSL: the number of senior staff	4.00
C1.2.2	the number of office based staff	43.40
C1.2.3	the number of care / support staff	0.00
C1.2.4	the number of concierge staff	0.00
C1.2.5	the number of direct labour staff	38.80
C1.2.6	the total number of staff	86.20
C1.3.1	Staff turnover and sickness absence: the percentage of senior staff turnover in the year to the end of the reporting year	0.00%
C1.3.2	the percentage of total staff turnover in the year to the end of the reporting year	9.40%
C1.3.3	the percentage of days lost through staff sickness absence in the reporting year	1.66%

**Social landlord contextual information****Lets**

Number of lets during the reporting year, split between 'general needs' and 'supported housing' (Indicator C3)		
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C3.1	The number of 'general needs' lets during the reporting year	84
C3.2	The number of 'supported housing' lets during the reporting year	6
Indicator C3		90



The number of lets during the reporting year by source of let (Indicator C2)
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C2.1	The number of lets to existing tenants	27
C2.2	The number of lets to housing list applicants	19
C2.3	The number of mutual exchanges	17
C2.4	The number of lets from other sources	0
C2.5.1	C2.5 The number of applicants who have been assessed as statutorily homeless by the local authority as: section 5 referrals	0
C2.5.2	nominations from the local authority	2
C2.5.3	other	41
C2.6	the number of other nominations from local authorities	1
C2.7	Total number of lets excluding exchanges	90

Annual Return on the Charter (ARC) 2022-2023

Comments for any notable improvements or deterioration in performance regarding the figures supplied in the "Social landlord contextual information" section.

**Overall satisfaction****All outcomes**

Percentage of tenants satisfied with the overall service provided by their landlord (Indicator 1)

1.1.1	1.1 In relation to the overall tenant satisfaction survey carried out, please state: the number of tenants who were surveyed	725
1.1.2	the fieldwork dates of the survey	12/2022
1.1.3	The method(s) of administering the survey:	
	Post	<input type="checkbox"/>
1.1.4	Telephone	<input type="checkbox"/>
1.1.5	Face-to-face	<input checked="" type="checkbox"/>
1.1.6	Online	<input type="checkbox"/>
1.2.1	1.2 In relation to the tenant satisfaction question on overall services, please state the number of tenants who responded:	386
	very satisfied	
1.2.2	fairly satisfied	270
1.2.3	neither satisfied nor dissatisfied	30
1.2.4	fairly dissatisfied	22
1.2.5	very dissatisfied	14
1.2.6	no opinion	3
1.2.7	Total	725

Indicator 1	90.48%
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Annual Return on the Charter (ARC) 2022-2023

Comments for any notable improvements or deterioration in performance regarding the figures supplied in the "Overall satisfaction" section.



The customer / landlord relationship

Communication

Percentage of tenants who feel their landlord is good at keeping them informed about their services and decisions (Indicator 2)

2.1	How many tenants answered the question "How good or poor do you feel your landlord is at keeping you informed about their services and decisions?"	725
2.2.1	2.2 Of the tenants who answered, how many said that their landlord was: very good at keeping them informed	381
2.2.2	fairly good at keeping them informed	318
2.2.3	neither good nor poor at keeping them informed	16
2.2.4	fairly poor at keeping them informed	5
2.2.5	very poor at keeping them informed	5
2.2.6	Total	725

	Indicator 2	96.41%
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Participation

Percentage of tenants satisfied with the opportunities given to them to participate in their landlord's decision making processes (Indicator 5)

5.1	How many tenants answered the question "How satisfied or dissatisfied are you with opportunities given to you to participate in your landlord's decision making processes?"	725
5.2.1	5.2 Of the tenants who answered, how many said that they were: very satisfied	392
5.2.2	fairly satisfied	310
5.2.3	neither satisfied nor dissatisfied	17
5.2.4	fairly dissatisfied	2
5.2.5	very dissatisfied	4
5.2.6	Total	725

	Indicator 5	96.83%
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Annual Return on the Charter (ARC) 2022-2023

Comments for any notable improvements or deterioration in performance regarding the figures supplied in the "The customer / landlord relationship" section.



Housing quality and maintenance

Quality of housing

Scottish Housing Quality Standard (SHQS) – Stock condition survey information (Indicator C8)

C8.1	The date your organisation's stock was last surveyed or assessed for compliance with the SHQS	02/2023
C8.2	What percentage of stock did your organisation fully assess for compliance in the last five years?	66.00
C8.3	The date of your next scheduled stock condition survey or assessment	05/2023
C8.4	What percentage of your organisation's stock will be fully assessed in the next survey for SHQS compliance	34.00
C8.5	Comments on method of assessing SHQS compliance.	

We employ external consultants to carry out our stock condition survey and had surveyed 100% of our stock at the end of 2019. The pandemic prevented the scheduled inspection of two tranches of 20% of our stock in 2020 and 2021 which would have maintained a 100% inspection level. In order to reach the 100% inspection level once more, we completed the inspection of 30% of our stock in 2022/23 and have just concluded a further 30% in the early part of the 2023/24 financial year. We will continue to carry out the inspection of 20% of our stock each year to maintain an up to date database on which to assess the condition of our properties against mandated benchmarks.

Following the revision to the SHQS for Smoke and CO detectors in February 2020 and for Electrical Inspection Checks (EICR's) in March 2022, we have one property that fails on two aspects, smoke and CO detectors and EICR and 32 which fail on one aspect, the lack of a current EICR.

The former will be rectified on completion of a major refurbishment project which is currently on site and the latter by the continuing use of our ability to force entry to properties to carry out essential works. This is anticipated to be completed by the end of June 2023.



Scottish Housing Quality Standard (SHQS) – Stock summary (Indicator C9)

		End of the reporting year	End of the next reporting year
C9.1	Total self-contained stock	1,350	1,350
C9.2	Self-contained stock exempt from SHQS	33	33
C9.3	Self-contained stock in abeyance from SHQS	53	0
C9.4.1	Self-contained stock failing SHQS for one criterion	0	0
C9.4.2	Self-contained stock failing SHQS for two or more criteria	1	0
C9.4.3	Total self-contained stock failing SHQS	1	0
C9.5	Stock meeting the SHQS	1,263	1,317

C9.6	Total self-contained stock meeting the SHQS by local authority
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	End of the reporting year	End of the next reporting year
Aberdeen City	0	0
Aberdeenshire	0	0
Angus	0	0
Argyll & Bute	0	0
City of Edinburgh	0	0
Clackmannanshire	0	0
Dumfries & Galloway	0	0
Dundee City	0	0
East Ayrshire	0	0
East Dunbartonshire	0	0
East Lothian	1,263	1,317
East Renfrewshire	0	0
Eilean Siar	0	0
Falkirk	0	0
Fife	0	0
Glasgow City	0	0
Highland	0	0
Inverclyde	0	0
Midlothian	0	0
Moray	0	0
North Ayrshire	0	0



North Lanarkshire	0	0
Orkney Islands	0	0
Perth & Kinross	0	0
Renfrewshire	0	0
Scottish Borders	0	0
Shetland Islands	0	0
South Ayrshire	0	0
South Lanarkshire	0	0
Stirling	0	0
West Dunbartonshire	0	0
West Lothian	0	0
Totals	1,263	1,317

Percentage of stock meeting the Scottish Housing Quality Standard (SHQS) (Indicator 6)
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6.1.1	The total number of properties within scope of the SHQS: at the end of the reporting year	1,350
6.1.2	projected to the end of the next reporting year	1,350
6.2.1	The number of properties meeting the SHQS: at the end of the reporting year	1,263
6.2.2	projected to the end of the next reporting year	1,317

Indicator 6 - Percentage of stock meeting the SHQS at the end of the reporting year	93.56%
Indicator 6 - Percentage of stock meeting the SHQS projected to the end of the next reporting year	97.56%



Percentage of tenants satisfied with the quality of their home (Indicator 7)

7.1	How many tenants answered the question "Overall, how satisfied or dissatisfied are you with the quality of your home?"	725
7.2.1	7.2 Of the tenants who answered, how many said that they were: very satisfied	424
7.2.2	fairly satisfied	225
7.2.3	neither satisfied nor dissatisfied	29
7.2.4	fairly dissatisfied	34
7.2.5	very dissatisfied	13
7.3	Total	725

	Indicator 7	89.52%
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**Repairs, maintenance & improvements**

Average length of time taken to complete emergency repairs (Indicator 8)		
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8.1	The number of emergency repairs completed in the reporting year	239
8.2	The total number of hours taken to complete emergency repairs	299

Indicator 8		1.25
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Average length of time taken to complete non-emergency repairs (Indicator 9)

9.1	The total number of non-emergency repairs completed in the reporting year	2,502
9.2	The total number of working days taken to complete non-emergency repairs	11,845

	Indicator 9	4.73
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Percentage of reactive repairs carried out in the last year completed right first time (Indicator 10)

10.1	The number of reactive repairs completed right first time during the reporting year	2,357
10.2	The total number of reactive repairs completed during the reporting year	2,502

	Indicator 10	94.20%
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How many times in the reporting year did not meet your statutory duty to complete a gas safety check (Indicator 11).

11.1	The number of times you did not meet your statutory duty to complete a gas safety check.	0
11.2	if you did not meet your statutory duty to complete a gas safety check add a note in the comments field	N/A

Indicator 11	0
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Percentage of tenants who have had repairs or maintenance carried out in last 12 months satisfied with the repairs and maintenance service (Indicator 12)

12.1	Of the tenants who had repairs carried out in the last year, how many answered the question "Thinking about the LAST time you had repairs carried out, how satisfied or dissatisfied were you with the repairs service provided by your landlord?"	1,368
12.2	Of the tenants who answered, how many said that they were:	1,002
12.2.1	very satisfied	
12.2.2	fairly satisfied	155
12.2.3	neither satisfied nor dissatisfied	89
12.2.4	fairly dissatisfied	45
12.2.5	very dissatisfied	77
12.2.6	Total	1,368

	Indicator 12	84.58%
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Annual Return on the Charter (ARC) 2022-2023

Comments for any notable improvements or deterioration in performance, or compliance with tenant and resident safety requirements regarding the figures supplied in the "Housing quality and maintenance" section, including non-compliance with electrical, gas and fire safety requirements and plans to address these issues.

Indicator 12 - In accordance with the SHR Guide to Surveying Tenant and Service Users, dated January 2023, ELHA have used the results of it's rolling repairs survey for the period 1/4/22 - 31/3/23. 2741 feedback forms were issued and a total of 1368 responses were received.



Neighbourhood & community

Estate management, anti-social behaviour, neighbour nuisance and tenancy disputes

Percentage of all complaints responded to in full at Stage 1 and percentage of all complaints responded to in full at Stage 2. (Indicators 3 & 4)

	1st stage	2nd stage
Complaints received in the reporting year	115	15
Complaints carried forward from previous reporting year	0	1
All complaints received and carried forward	115	16
Number of complaints responded to in full by the landlord in the reporting year	113	16
Time taken in working days to provide a full response	315	295

Indicators 3 & 4 - The percentage of all complaints responded to in full at Stage 1	98.26%
Indicators 3 & 4 - The percentage of all complaints responded to in full at Stage 2	100.00%
Indicators 3 & 4 - The average time in working days for a full response at Stage 1	2.79
Indicators 3 & 4 - The average time in working days for a full response at Stage 2	18.44



Percentage of tenants satisfied with the landlord's contribution to the management of the neighbourhood they live in (Indicator 13)

13.1	How many tenants answered the question "Overall, how satisfied or dissatisfied are you with your landlord's contribution to the management of the neighbourhood you live in?"	725
13.2.1	13.2 Of the tenants who answered, how many said that they were: very satisfied	484
13.2.2	fairly satisfied	211
13.2.3	neither satisfied nor dissatisfied	12
13.2.4	fairly dissatisfied	10
13.2.5	very dissatisfied	8
13.2.6	Total	725

	Indicator 13	95.86%
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Percentage of tenancy offers refused during the year (Indicator 14)	
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14.1	The number of tenancy offers made during the reporting year	95
14.2	The number of tenancy offers that were refused	4

Indicator 14		4.21%
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Percentage of anti-social behaviour cases reported in the last year which were resolved (Indicator 15)		
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15.1	The number of cases of anti-social behaviour reported in the last year	144
15.2	Of those at 15.1, the number of cases resolved in the last year	139

Indicator 15		96.53%
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Abandoned homes (Indicator C4)

C4.1	The number of properties abandoned during the reporting year	1
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Percentage of the court actions initiated which resulted in eviction and the reasons for eviction (Indicator 22)

22.1	The total number of court actions initiated during the reporting year	7
22.2.1	22.2 The number of properties recovered: because rent had not been paid	0
22.2.2	because of anti-social behaviour	0
22.2.3	for other reasons	0

Indicator 22 - Percentage of the court actions initiated which resulted in eviction because rent had not been paid	0.00%
Indicator 22 - Percentage of the court actions initiated which resulted in eviction because of anti-social behaviour	0.00%
Indicator 22 - Percentage of the court actions initiated which resulted in eviction for other reasons	0.00%
Indicator 22 - Percentage of the court actions initiated which resulted in eviction	0.00%

Annual Return on the Charter (ARC) 2022-2023

Comments for any notable improvements or deterioration in performance regarding the figures supplied in the "Neighbourhood & community" section.



Access to housing and support

Housing options and access to social housing

Percentage of lettable houses that became vacant in the last year (Indicator 17)	
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17.1	The total number of lettable self-contained stock	1,350
17.2	The number of empty dwellings that arose during the reporting year in self-contained lettable stock	91

Indicator 17		6.74%
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Number of households currently waiting for adaptations to their home (Indicator 19)

19.1	The total number of approved applications on the list for adaptations as at the start of the reporting year, plus any new approved applications during the reporting year.	51
19.2	The number of approved applications completed between the start and end of the reporting year	41
19.3	The total number of households waiting for applications to be completed at the end of the reporting year.	10
19.4	if 19(iii) does not equal 19(i) minus 19(ii) add a note in the comments field.	
		N/A

Indicator 19

10



Total cost of adaptations completed in the year by source of funding (£) (Indicator 20)

20.1	The cost (£) that was landlord funded;	£4,595
20.2	The cost (£) that was grant funded	£38,951
20.3	The cost (£) that was funded by other sources.	£0

Indicator 20		£43,546
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The average time to complete adaptations (Indicator 21)		
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21.1	The total number of working days taken to complete all adaptations.	1,080
21.2	The total number of adaptations completed during the reporting year.	41

Indicator 21		26.34
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Homelessness – the percentage of referrals under Section 5, and other referrals for homeless households made by the local authority, that result in an offer, and the percentage of those offers that result in a let (Indicator 23)

23.1	The total number of individual homeless households referrals received under section 5.	0
23.2	The total number of individual homeless households referrals received under other referral routes.	46
23.3	The total number of individual homeless households referrals received under section 5 and other referral routes.	46
23.4	The total number of individual homeless households referrals received under section 5 that result in an offer of a permanent home.	0
23.5	The total number of individual homeless households referrals received under other referral routes that result in an offer of a permanent home.	46
23.6	The total number of individual homeless households referrals received under section 5 and other referral routes that result in an offer of a permanent home.	46
23.7	The total number of accepted offers.	44

Indicator 23 - The percentage of referrals under section 5, and other referrals for homeless households made by a local authority, that result in an offer	100.00%
Indicator 23 - The percentage of those offers that result in a let	95.65%



Average length of time to re-let properties in the last year (Indicator 30)		
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30.1	The total number of properties re-let in the reporting year	86
30.2	The total number of calendar days properties were empty	1,910

Indicator 30		22.21
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Tenancy sustainment

Percentage of new tenancies sustained for more than a year, by source of let (Indicator 16)

16.1.1	The number of tenancies which began in the previous reporting year by: existing tenants	10
16.1.2	applicants who were assessed as statutory homeless by the local authority	35
16.1.3	applicants from your organisation's housing list	26
16.1.4	nominations from local authority	1
16.1.5	other	25
16.2.1	The number of tenants at 16.1 who remained in their tenancy for more than a year by: existing tenants	10
16.2.2	applicants who were assessed as statutory homeless by the local authority	35
16.2.3	applicants from your organisation's housing list	23
16.2.4	nominations from local authority	1
16.2.5	other	25

Indicator 16 - Percentage of new tenancies to existing tenants sustained for more than a year	100.00%
Indicator 16 - Percentage of new tenancies to applicants who were assessed as statutory homeless by the local authority sustained for more than a year	100.00%
Indicator 16 - Percentage of new tenancies to applicants from the landlord's housing list sustained for more than a year	88.46%
Indicator 16 - Percentage of new tenancies through nominations from local authority sustained for more than a year	100.00%
Indicator 16 - Percentage of new tenancies to others sustained for more than a year	100.00%

Annual Return on the Charter (ARC) 2022-2023

Comments for any notable improvements or deterioration in performance regarding the figures supplied in the "Access to housing and support" section.

1 'other' was a succession which was not included in the 2021-22 ARC. This was due to ELHA not being notified of the tenants death until 7 months after the event.

**Getting good value from rents and service charges****Rents and service charges**

Rent collected as percentage of total rent due in the reporting year (Indicator 26)		
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26.1	The total amount of rent collected in the reporting year	£6,955,906
26.2	The total amount of rent due to be collected in the reporting year (annual rent debit)	£7,212,113

Indicator 26		96.45%
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Gross rent arrears (all tenants) as at 31 March each year as a percentage of rent due for the reporting year
(Indicator 27)

27.1	The total value (£) of gross rent arrears as at the end of the reporting year	£361,593
27.2	The total rent due for the reporting year	£7,291,922

	Indicator 27	4.96%
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Average annual management fee per factored property (Indicator 28)

28.1	The number of residential properties factored	47
28.2	The total value of management fees invoiced to factored owners in the reporting year	£51

Indicator 28		£1.09
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Percentage of rent due lost through properties being empty during the last year (Indicator 18)

18.1	The total amount of rent due for the reporting year	£7,291,922
18.2	The total amount of rent lost through properties being empty during the reporting year	£45,871

	Indicator 18	0.63%
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Rent increase (Indicator C5)

C5.1	The percentage average weekly rent increase to be applied in the next reporting year	6.00%
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The number of households for which landlords are paid housing costs directly and the total value of payments received in the reporting year (Indicator C6)

C6.1	The number of households the landlord received housing costs directly for during the reporting year	477
C6.2	The value of direct housing cost payments received during the reporting year	£2,186,462



Amount and percentage of former tenant rent arrears written off at the year end (Indicator C7)

C7.1	The total value of former tenant arrears at year end	£134,099
C7.2	The total value of former tenant arrears written off at year end	£44,289

	Indicator C7	33.03%
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**Value for money**

Percentage of tenants who feel that the rent for their property represents good value for money (Indicator 25)
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25.1	How many tenants answered the question "Taking into account the accommodation and the services your landlord provides, do you think the rent for your property represents good or poor value for money?"	725
25.2.1	25.2 Of the tenants who answered, how many said that their rent represented: very good value for money	278
25.2.2	fairly good value for money	340
25.2.3	neither good nor poor value for money	34
25.2.4	fairly poor value for money	42
25.2.5	very poor value for money	31
25.3	Total	725

Indicator 25	85.24%
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Percentage of factored owners satisfied with the factoring service they receive (Indicator 29)

29.1	How many factored owners answered the question "Taking everything into account, how satisfied or dissatisfied are you with the factoring services provided by your landlord?"	9
29.2.1	29.2 Of the factored owners who answered, how many said that they were: very satisfied	1
29.2.2	fairly satisfied	0
29.2.3	neither satisfied nor dissatisfied	1
29.2.4	fairly dissatisfied	5
29.2.5	very dissatisfied	2
29.3	Total	9

Indicator 29	11.11%
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Annual Return on the Charter (ARC) 2022-2023

Comments for any notable improvements or deterioration in performance regarding the figures supplied in the "Getting good value from rents and service charges" section.

Indicator 29 - A significant number of owners refused to take part in ELHA's independent satisfaction survey carried out Dec 2022, resulting in only 9 owners who receive factoring services being surveyed. Given the small sample size, this can mean that a single result can give a misleading impression.

ELHA has since launched an improved online portal for owners, which provides clear information; allowing owners to pay their occupancy charge on line, report communal repairs, make complaints and provide feedback, and receive paper-free services. This is expected to help address satisfaction levels.

**Other customers****Gypsies / Travellers**

For those who provide Gypsies/Travellers sites - Average weekly rent per pitch (Indicator 31)

31.1	The total number of pitches	0
31.2	The total amount of rent set for all pitches during the reporting year	N/A

	Indicator 31	N/A
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For those who provide sites – percentage of Gypsy/Travellers satisfied with the landlord's management of the site (Indicator 32)

32.1	How many Gypsies/Travellers answered the question "How satisfied or dissatisfied are you with your landlord's management of your site?"	
32.2.1	32.2 Of the Gypsies/Travellers who answered, how many said that they were: very satisfied	
32.2.2	fairly satisfied	
32.2.3	neither satisfied nor dissatisfied	
32.2.4	fairly dissatisfied	
32.2.5	very dissatisfied	
32.2.6	Total	

	Indicator 32	
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Annual Return on the Charter (ARC) 2022-2023

Comments for any notable improvements or deterioration in performance regarding the figures supplied in the "Other customers" section.

Privacy Policy Review

Report by Martin Pollhammer, Chief Executive – for approval

1.0 Introduction

The Privacy Policy is due its periodic review.

2.0 Changes to the Policy

The original Policy was developed using a model document. Since that time, Privacy Policies have been developed for both Rent Collector and elha.com. These Policies are available on elha.com, and were developed using legal advice from Anderson Strathern, and relate to the specific treatment of data on elha.com and in operating the Rent Collector service. This overall Policy covers all Group data and privacy.

Most of the amendments simply bring the language into line with that used in the Privacy Policy documents that relate to elha.com and Rent Collector.

Two other amendments are notable. The legislation that relates to this policy has been updated, although in practice it remains unchanged. At Section 4.3.2, the reference to the Chief Executive has been changed so the approach is consistent with the most recent (April 2023) issue of the Terms & Conditions of Employment from EVH.

3.0 Amendment to the Openness and Confidentiality Policy

The existing Openness and Confidentiality Policy also contains a reference to staff asking the Chief Executive for copies of their personal data. To bring this in line with the new Terms & Conditions, a similar change to that proposed above is required to this Policy. However, for such a minor amendment it seems unnecessary to re-present the whole document, so approval for the required change has been added to this report.

It is proposed to re-word Section 3.5 of this Policy as follows:

*The information we hold on employees will be kept secure. The Chief Executive, Senior Management Team and Executive Support Officer and Assistant will have access to this information. Employees may access their own individual file on request to their **Line Manager**. ~~the Chief Executive, or in their absence, to another member of the Senior Management Team.~~*

Recommendation

The Management Committee is asked to:

- (a) Approve the revised Privacy Policy; and
- (b) Approve the revision to Section 3.5 of the Openness and Confidentiality Policy.

ELHA POLICY

Date Issued	May 2018
Last Reviewed	May 2023
Department	Corporate
Title	Privacy Policy
Objective	To ensure secure and safe data management, processing and storage
Responsible	Compliance Group
Next Review Date	May 2028

1.0 Introduction

- 1.1 We are committed to ensuring the secure and safe management of data we hold for our customers, staff and other individuals. Our staff members have a responsibility to comply with the terms of this ~~P~~policy, and to manage individuals' data in accordance with this ~~P~~policy and any documentation referred to.
- 1.2 We ~~need to~~ gather and use certain information about tenants, service users, our staff and other individuals who we have a relationship with. ~~These can include customers (tenants, factored owners, service users etc.), employees and other individuals that we have a relationship with.~~ We manage a significant amount of data, from a variety of sources. This data contains Personal Data and Sensitive Personal Data (known as Special Categories of Personal Data under the GDPR).
- 1.3 This Policy sets out how we look after Personal Data, our duties in processing that data, and the procedures for the management of such data.

2.0 Legislation

- 2.1 It is a legal requirement that we process data correctly and that we collect, handle and store personal information in accordance with the relevant legislation.
- 2.2 The relevant legislation in relation to the processing of data is:
 - (a) The retained EU law version of the General Data Protection Regulation (EU) 2016/679 ("the UK GDPR") as defined in the Data Protection Act 2018.

- ~~(a)(b) The Data Protection Act 2018 (and regulations made thereunder)~~
- ~~(b)(c) The Privacy and Electronic Communications (EC Directive) Regulations 2003 (as may be amended) by the proposed Regulation on Privacy and Electronic Communications).~~
- ~~(e) — (d) All other legislation and regulatory requirements in force from time to time which apply to a party relating to the use of Personal Data. Any legislation that, in respect of the United Kingdom, replaces, or enacts into United Kingdom domestic law, the General Data Protection Regulation (EU) 2016/679, the proposed Regulation on Privacy and Electronic Communications or any other law relating to data protection, the processing of personal data and privacy as a consequence of the United Kingdom leaving the European Union.~~

3.0 Data

- 3.1 We hold a variety of ~~d~~Data relating to individuals, including customers and employees (also referred to as ~~D~~data ~~S~~subjects) which is known as Personal Data. The Personal Data held and processed by us is detailed within the Fair Processing Notice and the Data Protection Addendum of the Terms of and Conditions of Employment which has been provided to all employees.
- 3.1.1 Personal Data is that from which a living individual can be identified either by that data alone, or in conjunction with other data held by us.
- 3.1.2 We also hold Personal ~~D~~data that is sensitive in nature (i.e. relates to or reveals a data subject's racial or ethnic origin, religious beliefs, political opinions, relates to health or sexual orientation). This is "Special Category Personal Data" or "Sensitive Personal Data".
- ~~3.1.3 We also collect, use, and share Aggregated Data such as statistical or demographic data for any purpose. Aggregated Data could be derived from a Data Subject's Personal Data but is not considered Personal Data in law, as this data will not directly or indirectly reveal their identity. For example, we may aggregate Usage Data to calculate the percentage of users to elha.com accessing a specific website feature. However, if we combine or connect Aggregated Data with their Personal Data so that it can directly or indirectly identify an individual, we treat the combined data which will be used in accordance with this Privacy Policy.~~
- ~~3.1.4 Where we need to collect Personal Information by law, or under the terms of a contract we have with a Data Subject, and they fail to provide that data when requested, we may not be able to perform the contract we have or are trying to enter into with them (for example, to be able to provide goods or services). In this case, we may have to~~

cancel a product or service a Data Subject has with us, but we would notify them if this is the case at the time.

4.0 Processing of Personal Data

4.1 We are permitted to process Personal Data on behalf of Ddata Ssubjects provided we are doing so on one of the following grounds:

- Processing with the consent of the Ddata Ssubject (see Ssection 4.4)
- When processing is necessary for the performance of a contract between us and the Ddata Ssubject or for entering into a contract with the Ddata Ssubject
- When processing is necessary when complying with a legal obligation
- To help investigate any complaints a Data Subject may have about our service
- When processing is necessary to protect the vital interests of the Ddata Ssubject or another person
- When processing is necessary for the performance of a task carried out in the public interest or in the exercise of any official duties
- When processing is necessary for the purposes of legitimate interests

4.2 Fair Processing Notice

4.2.1 ~~We have produced a~~All new tenants sign our Fair Processing Notice (FPN) which ~~we provide~~is also available to all our customers ~~whose Personal D~~data we hold on elha.com. ~~This will be provided~~Our FPN is available to all our customers from the outset of processing their Personal Data ~~and will include the terms of the FPN.~~

4.2.2 Our FPN ~~at~~ sets out the Personal Data processed by us and the basis for that Processing.

4.3 Employees

4.3.1 Staff Personal Ddata and, where applicable, Special Category Personal Data or Sensitive Personal Data, is held and processed by us. Details of the data we hold and processing of that data is contained in the Employee Fair Processing Notice which is given to staff at the same time as their Contract of Employment.

4.3.2 Staff members requesting copies of their Personal Data held by us must ~~write to, or e-mail~~ask for this in writing from the ~~Chief Executive~~their Line Manager requesting the information.

4.4 Consent

4.4.1 Sometimes we will require consent when processing Personal Data where no other alternative ground for processing is available. The consent provided by the ~~D~~data ~~S~~subject must be freely given and we will ask them to sign a consent form if they are willing to consent. Any consent we obtain must be for a specific and defined purpose (i.e. general consent cannot be sought).

4.4.2 Where consent is being relied on, Data Subjects are free to withhold their consent or withdraw it at any time in the future.

4.5 Processing of Special Category Personal Data or Sensitive Personal Data

4.5.1 In the event that we process Special Category Personal Data or Sensitive Personal Data, we must do so in accordance with one of the following grounds of processing:

The ~~D~~data ~~S~~subject has given explicit consent to the processing of this data for a specified purpose:

- ~~Processing-It~~ is necessary for carrying out obligations or exercising rights related to employment or social security
- ~~Processing-It~~ is necessary to protect the vital interest of the ~~D~~data ~~S~~subject or, if the ~~D~~data ~~S~~subject is incapable of giving consent, the vital interests of another person
- ~~Processing-It~~ is necessary for the establishment, ~~exercise~~exercise, or defence of legal claims, or whenever court are acting in their judicial capacity
- ~~Processing-It~~ is necessary for reasons of substantial public interest under law

5.0 Data Sharing

5.1 We share our data with various third parties for numerous reasons in order that ~~its-our~~ day to day activities are carried out in accordance with our relevant policies and procedures. In order that we can monitor compliance by these third parties with Data Protection laws, we will require the third party organisations to enter in-to an Agreement with us governing the processing of data, security measures to be implemented and responsibility for breaches.

5.2 Personal Data Sharing

5.2.1 Personal ~~D~~data is from time to time shared amongst us and third parties who require to process ~~P~~personal ~~D~~data that we process as well. Both we and the third party will be processing that data in our individual capacities as data controllers.

5.2.2 Where we share in the processing of ~~P~~personal ~~D~~data with a third party organisation (e.g. for processing of an employees' pension), ~~it-we~~ shall require the third party organisation to enter in to a Data Sharing Agreement with us. ~~in accordance with the terms of our model Data Sharing Agreement.~~

5.3 Data Processors

5.3.1 A ~~D~~data ~~P~~processor is a third party entity that processes ~~P~~personal ~~D~~data on behalf of us, ~~and are~~ frequently engaged if some of our work is outsourced (for example ~~payroll~~, maintenance and repair works).

5.3.2 A ~~D~~data ~~P~~processor must comply with Data Protection laws. Our ~~D~~data ~~P~~processors must ensure they have appropriate technical security measures in place, maintain records of processing activities and notify us if a data breach is suffered.

5.3.3 If a ~~D~~data ~~P~~processor wishes to sub-contract their processing, prior written consent from us must be obtained. Upon a sub-contracting of processing, the ~~D~~data ~~P~~processor will be liable in full for the data protection breaches of their sub-contractors.

5.3.4 Where we contract with a third party to process ~~P~~personal ~~D~~data held by us, ~~it-we~~ shall require the third party to enter in to a ~~Data Protection Processing Addendum with us in accordance with the terms of our model Data Protection Addendum Agreement with us.~~

6.0 Data Storage and Security

6.1 All Personal Data held by us must be stored securely, whether electronically or in paper format.

6.2 We have put in place appropriate security measures to prevent Personal Data from being accidentally lost, used, or accessed in an unauthorised way, altered or disclosed. In addition, we limit access to a person's Personal Data to those employees, agents, contractors and other third parties who have a business need to know. They will only process Personal Data on our instructions, and they are subject to a duty of confidentiality.

6.2 Paper Storage

6.2.1 If Personal Data is stored on paper it should be kept in a secure place where unauthorised personnel cannot access it. Employees should make sure that no Personal Data is left where unauthorised personnel can access it. When the Personal Data is no longer required it must be disposed of by the employee ~~so as~~ to ensure its destruction.

6.3 Electronic Storage

6.3.1 Personal Data stored electronically must also be protected from unauthorised use and access. Examples of our security include:

- Password protection of documents if appropriate
- Controlling access to systems and networks allows us to stop people who are not allowed to view your personal information from getting access to it
- Training our staff to allow us to make them aware of how to handle information and how and when to report when something goes wrong
- Regular testing of our technology and ways of working including keeping up to date on the latest security updates (commonly called patches).

6.3.2 If Personal data is stored on removable media (CD, DVD, USB memory stick) then that removable media must be encrypted and stored securely at all times when not being used. Personal Data should not be saved directly to mobile devices and should be stored on designated drives and servers.

7.0 Breaches

7.1 A data breach can occur at any point when handling Personal Data. ~~and We have put in place procedures to deal with any suspected Personal reporting duties in the event of a Ddata breach or potential breach occurring. Breaches which pose a risk to the rights and will notify the Data Subject and any regulator of a breach where we are legally required to do so. and freedoms of the data subjects who are subject of the breach require to be reported externally in accordance with Clause 7.3.~~

Anyone suspecting that their personal information or that of others may have been at risk of a data protection breach should tell us by reporting it to enquiries@elha.com

7.2 Internal Reporting

7.2.1 We take the security of data very seriously and in the unlikely event of a breach will take the following steps:

- As soon as the breach or potential breach has occurred, and in any event on the same working day that it has occurred, ~~the our~~ Data Protection Officer (DPO) must be notified in writing of (i) the breach; (ii) how it occurred; and (iii) what the likely impact of that breach is on any Data Ssubject(s)
- We ~~must~~ will seek to contain the breach by whatever means available
- ~~The Our~~ DPO must consider whether the breach is one which requires to be reported to the Information Commissioners Office (ICO) and all Data Ssubjects affected. If a breach poses a risk to the rights and freedoms of a Data Subject then our DPO will report any such breaches to the ICO within 72 hours of it being reported and do so in accordance with this clause 7
- We will ~~n~~otify third parties in accordance with the terms of any applicable Data Sharing Agreements

~~7.3~~ Reporting to the ICO

~~7.3.1 The DPO will require to report any breaches which pose a risk to the rights and freedoms of the data subjects who are subject of the breach to the Information Commissioner's Office ("ICO") within 72 hours of the breach occurring. The DPO must also consider whether it is appropriate to notify those data subjects affected by the breach.~~

8.0 Data Protection Officer ("DPO")

8.1 A Data Protection Officer is an individual who has an over-arching responsibility and oversight over compliance by us with Data Protection laws. We have elected to appoint a Data Protection Officer whose details are noted on our website and contained within our Fair Processing Notice.

8.2 ~~The Our~~ DPO ~~will be~~ is responsible for:

- Monitoring our compliance with Data Protection laws and this Policy
- Co-operating with and serving as our contact for discussions with the ICO
- Reporting breaches or suspected breaches to the ICO and Data Ssubjects in accordance with Section 7

8.3 The DPO will be a member of the Compliance Group who monitor and report on overall data protection issues within the Group.

9.0 Third-Party Marketing

9.1 We do not share Personal Data with any their party for marketing purposes.

10.0 Opting Out (elha.com)

10.1 Data Subjects can ask us to stop sending marketing messages at any time by following the opt-out links on any marketing message sent to them or by contacting us at any time.

10.2 If a Data Subject has an account with us they can also opt out by logging into the website and checking or unchecking relevant boxes to adjust their marketing preferences.

10.3 Where a Data Subject opts out of receiving marketing messages, this will not apply to Personal Data provided to us as a result of service purchase or other transactions.

11.0 Cookies (elha.com & These Homes)

11.1 A cookie is a piece of data from a website that is stored within a web browser that the website can retrieve at a later time. Cookies are used to tell the server that users have returned to a particular website. When users return to a website, a cookie provides information and allows the site to display selected settings and targeted content. Data Subjects can set their browser to refuse all or some browser cookies, or to alert them when websites set or access cookies. If a Data Subject disables or refuses cookies, they should note that some part of these websites may become inaccessible or not function properly. For more information about Cookies please refer to our Cookie Policy

12.0 Change of Purpose

12.1 We will only use Personal Data for the purposes for which we collected it, unless we reasonably consider that we need to use it for another reason and that reason is compatible with the original purpose. IA Data Subject can contact us at our Head Office if they require an explanation as to how the processing for the new purpose is compatible with the original purpose.

12.2 If we need to use a Data Subject's Personal Data for an unrelated purpose, we will notify them and will explain the legal basis which allows us to do so.

12.3 We may process Personal Data without a Data Subject's knowledge or consent, in compliance with the above rules, where this is required or permitted by law.

13.0~~Data~~ Data Subject Legal Rights

13.1 ~~Under certain circumstances, Data Subjects have Certain rights under data protection laws in relation to Personal Data. Data Subjects have the right to:~~

~~are provided to data subjects under the GDPR. Data Subjects are entitled to view the personal data held about them by us, whether in written or electronic form.~~

~~9.2 Data subjects have a right to request a restriction of processing their data, a right to be forgotten and a right to object to our processing of their data. These rights are notified to our tenants and other customers in our Fair Processing Notice.~~

13.1.1 Request Access to Personal Data (Subject Access Requests)

~~9.3.1~~ Data Subjects ~~are permitted to can~~ view their Personal Data held by ~~us upon~~ making a written request ~~to do so~~ (a Subject Access Request). ~~Upon receipt of a request by a data subject, We~~ we must respond to the Subject Access Request within one month of the date of receipt of the request ~~and:~~ ~~We:~~

- ~~We m~~Must provide the Data Subject with an electronic or hard copy of the personal data requested, unless any exemption to the provision of that data applies in law
- Where the Personal Data comprises data relating to other Data Subjects, we must take reasonable steps to obtain consent from those Data Subjects to the disclosure of that Personal Data to the person data subject who has made the Subject Access Request
- Where we do not hold the Personal Data sought by the Data Subject, we must confirm that ~~it does we do~~ not hold any Personal Data sought ~~to the data subject by them~~ as soon as practicably possible, and in ~~any event, not no~~ later than one month from the date on which the request was made

~~9.3.2~~ It should be noted that for most tenants, all the Personal Data we hold can be viewed in their My Home account, ~~in particular~~ by accessing the My Documents section of ~~a their~~ My Home account, ~~This which~~ contains copies of all the documents we hold, have issued or have received ~~by us~~ in relation to that tenancy. ~~Only~~ documents or data that would be fully or partially redacted (if requested) are not kept in these folders. This means that for the majority of tenants, a Subject Access Request is not necessary in order to see the Personal Data we hold.

Applicants registered with These Homes can access their Personal Data by logging into their registration.

9.4 13.1.2 Request Erasure (The Right to be Forgotten)

9.4.1. A Data Subject can ask us to delete or remove Personal Data where there is no good reason for us continuing to process it. They have the right to ask us to delete or remove their Personal Data where they have successfully exercised their right to processing (see Section 13.1.3), where we may have processed their information unlawfully or where we are required to erase their Personal Data to comply with local law. However, it should be noted that we may not always be able to comply with a Data Subject's request of erasure for specific legal reasons which we will notify them of, at the time of their request. exercise their right to be forgotten by submitting a request in writing to us seeking that we erase the data subject's Personal Data in its entirety.

9.4.2 Each request received by us will require to be considered on its own merits and legal advice may be required in relation to such requests from time to time. The DPO will have responsibility for accepting or refusing the data subject's request in accordance with clause 9.4 and will respond in writing to the request.

9.513.1.3 The Right to Restrict or Object to Processing

A Data Subject may object to processing of their data where we are relying on a legitimate interested (or those of a third party) and there is something about their particular situation which makes them want to object to processing on this ground as they feel it impacts on their fundamental rights and freedoms.

The Data Subject also has a right to object where we are processing their Personal Data for direct marketing purposes. In some cases, we may demonstrate that we have compelling legitimate grounds to process their information which overrides their rights and freedoms.

13.1.4 Request Correction

A Data Subject may request correction of the Personal Data we hold about them. This enables them to have any incomplete or inaccurate data we hold about them corrected, though we may need to verify the accuracy of the new data provided to us.

13.1.5 Request Transfer

A Data Subject may request the transfer of their Personal Data to them or a third party. We will provide the Personal Data in a structured, commonly used, machine readable format. Note this this right only applies to automated information which the Data Subject initially

provided consent for us to use or where we used the information to perform a contract with them.

13.1.6 Withdraw Consent

A Data Subject can withdraw consent at any time where we are relying on consent to process their Personal Data. However, this will not affect the lawfulness of any processing carried out before they withdraw consent. If the Data Subject withdraws their consent, we may not be able to provide certain products or services to them. We will advise them if this is the case at the time they withdraw their consent.

13.2 -If a Data Subject wishes to exercise any of their rights set out above, they should contact us by sending an email to enquiries@elha.com or write to us at our registered office address 18-20 Market Street, Haddington, East Lothian EH41 3JL.

13.3 We may need to request specific information from a Data Subject to help us confirm their identity and ensure their right to access Personal Data (or to exercise any of their other rights). This is a security measure to ensure that Personal Data is not disclosed to any person who has no right to receive it. We may also contact them to ask for further information in relation to their request to speed up our response.

13.5 Individuals will not have to pay a fee to access their Personal Data (or to exercise any of the other rights). However, we may charge a reasonable fee if their request is clearly unfounded, repetitive, or excessive. Alternatively, we could refuse to comply with their request in these circumstances.

13.6 -We try to respond to all legitimate requests within one month. Occasionally it could take us longer than a month if the request is particularly complex or the Data Subject has made a number of requests. In this case, we will notify the Data Subject and keep them updated.

140.0 Privacy Impact Assessments (“PIAs”)

140.1 PIAs are a means of assisting us to identify and reduce the risks that our operations have on the personal privacy of Data Subjects.

140.2 We shall:

- Carry out a PIA before undertaking a project or processing activity which poses a “high risk” to an individual’s privacy. ~~—High~~ high risk can include, but is not limited to, activities using information relating to health or race, or the implementation of a new IT system for storing and accessing Personal Data
- In carrying out a PIA, we will include a description of the processing activity, its purpose, an assessment of the need for the processing,

a summary of the risks identified and the measures that it will take to reduce those risks, and details of any security measures that require to be taken to protect the Ppersonal Ddata

~~140.3~~ We will need to consult with the ICO ~~in the event that~~if a PIA identifies a high level of risk which cannot be reduced. ~~— the Data Protection Officer (“DPO”)~~ will be responsible for such reporting, and where a high level of risk is identified by those carrying out the PIA they require to notify the DPO within five (5) working days.

~~154.0~~ Archiving, Retention and Destruction of Data

~~154.1~~ We will only retain Personal Data for as long as reasonably necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any legal, statutory, tax accounting, or reporting requirements. We may retain Personal Data for a longer period in the event of a complaint or if we reasonably believe there is a prospect of litigation in respect to the relationship we have with the Data Subject.

~~15.2~~ To determine the appropriate retention period for Personal Data, we consider the amount, nature and sensitivity of the Personal Data, the potential risk of harm from unauthorised use or disclosure of Personal Data, the purpose for which we process the Personal Data and whether we can achieve those purposes through other means, and the applicable legal, regulatory, tax, accounting, or other requirements.

~~15.3~~ We will keep an individual’s information for the duration of providing a service to them. When the service provided comes to an end we will keep Personal Data for a set time for auditing and reporting purposes, ad for legitimate interest purposes. After that time, we will either anonymise or destroy the information in line with our Data Retention Schedule.

~~We cannot store and retain Personal Data indefinitely. It must ensure that Personal data is only retained for the period necessary. We shall ensure that all Personal data is archived and destroyed in accordance with the periods specified within our retention schedules.~~

~~162.0~~ Policy Review

~~162.1~~ The Compliance Group will review tThis Ppolicy ~~will be reviewed~~ every five years, unless changes in law or practice require an earlier review. Any recommended changes to the Ppolicy will be approved submitted to by our Management Committee for approval.

Chargeable Repair Service Policy Review

Report by Duncan Mackay, Director of Asset Management – for approval

1.0 Introduction

At the last Management Committee meeting in May 2023, a number of changes to the Chargeable Repair Service Policy were agreed. These have been accepted and are no longer tracked in the attached **Policy Document**. However, the Management Committee asked that references to services provided to owner occupiers or factored properties were removed from this Policy, so that the content refers only to tenant services.

2.0 Policy Changes

These additional changes have been made, and tracked in the attached **Policy Document**, along with a small number of minor changes. In order to ensure these policy statements are retained, a new Mutual Repairs Policy will be developed, and presented to the next Management Committee meeting in August 2023.

Recommendation

The Management Committee is asked to approve the amendments to the Chargeable Repair Policy.

ELHA POLICY

Date Issued	29 November 2012
Last Reviewed	March 2023
Department	Asset Management
Title	Chargeable Repair Service
Objective	To minimise the loss of income through the prompt and effective recovery of chargeable repair costs.
Responsible	Director of Asset Management
Next Review Date	March 2028

1.0 Policy

1.1 We will carry out Chargeable Repairs with the express agreement of the tenant or owner, provided there are no unpaid chargeable invoices outstanding. The only exceptions to this will be when an emergency repair is necessary because of damage caused by the tenant.

1.2 We reserve the right to insist that the specification of a major component meets our current standard. This is to ensure that the quality of major components, such as the replacement of external doors is not compromised.

~~1.3 We will charge owners for the costs incurred by us, on their behalf, such as building insurance, maintenance / mutual repairs and landscape and gardening services. An administration fee will be included in the overall fee to contribute towards our administration costs and arranging of the services. See our [Factoring Policy](#) for more information.~~

~~1.4~~1.3 We will take reasonable steps to recover costs where we have carried out work. We will consider the potential costs in time and money to the Association when trying to recover costs.

~~1.5 We will not charge mutual owners for shared costs without their written agreement, except for emergency repairs carried out to safeguard the occupants and protect the property.~~

~~1.6 We will encourage mutual owners to carry out repair work when we are the minority owner and will pay our share of the agreed costs. However, we will consider a request from the majority owners to provide a cost for the work and may carry out the work on their behalf provided we have the written agreement of all owners (see also paragraphs 3.4 and 3.5).~~

~~1.7 We will cancel owners' building insurance where payment is not received within the specified time. If this happens, we will notify their mortgage lender, (if known) that the building insurance is not paid, putting the property at risk.~~

~~4.81.4~~ We will consider charging tenants for abortive emergency call-outs and, in exceptional circumstances, for wasted time or abuse of the services we provide. When applied, this charge will normally be the full cost of the service provided.

~~4.91.5~~ Where we have agreed an appointment with the tenant for complex work or installations such as heating, bathroom or kitchen replacements, we will consider charging them ~~if no access is given when the contractor arrives.~~ The amount charged will be the call out rate in the Authorisations and Standard Allowances Policy (which is reviewed annually), multiplied by each operative or member of staff attending the appointment.

~~4.101.6~~ We will normally charge tenants when we force entry to a property, for example when we have to carry out essential servicing or repairs, or during the course of the repossession of the property. The amount we will charge is set out in our Authorisations and Standard Allowances Policy, which is reviewed annually.

~~4.111.7~~ Tenants have the right to appeal a decision we make to charge them the costs set out in Sections ~~4.81.4~~ to ~~4.101.6~~ above. Appeals should be made within two weeks of the disputed decision. We will acknowledge the appeal within two working days and provide a full response within 10 working days.

~~4.121.8~~ The Asset Manager has discretion to waive charges in exceptional circumstances.

~~4.131.9~~ When ~~we require to carry out~~ a Chargeable Repair ~~is to be charged~~ at the end of a tenancy, we will make every effort to contact the former tenant to make a suitable arrangement to clear the debt.

~~4.141.10~~ ~~We will normally refer a~~All outstanding former tenant and owner debts ~~will normally be referred~~ to a debt collection agency apart from:-

- When a repayment arrangement has been agreed and is being maintained
- Where debts are considered uneconomical to pursue or there are exceptional circumstances, for example, those debts arising from a tenant's death, if we know that there is no estate (such cases will be considered for write off)

~~4.151.11~~ The following repairs are recognised as those that we would generally charge for as they are the tenant's responsibility. This list is not exhaustive:

- Boarding up windows and doors

- Reglazing windows
- Forcing entry
- Forcing entry and changing the locks
- Changing locks
- Replacing internal doors
- Replacing bathroom fittings (wash hand basins, WC's and cisterns)
- General damage by the tenant

1.16 We review our Chargeable Repair costs ~~are reviewed~~ on an annual basis and any increases will be applied from 1 April the following year.

2.0 Current Tenant Chargeable Repairs Procedure

2.1 When a repair is classed as a Chargeable Repair, we will advise the tenant:

- That the repair is their responsibility
- The cost of doing the work on their behalf
- That they can arrange the repair themselves using their own contractor
- That we reserve the right to replace major components to our minimum current standard

2.2 We will tell the tenant of the total cost of the repair, (which includes VAT), however, ~~if the Chargeable Repair is not a common repair for which we hold costs, we will advise the tenant that we will obtain a cost,~~ and revert ~~back~~ to them within an agreed timescale before proceeding any further.

2.3 We will raise a works order when the tenant has accepted the price quoted and will write to them, confirming the details of the repair ordered, the agreed cost and the contractor who will carry out the work.

2.4 We will maintain a record of all issues relating to Chargeable Repairs. This will include a record of phone calls, contact with contractors and any variations to the works order.

2.5 Our Finance Department will send an invoice to the tenant within 30 days of receiving notification from the contractor that the work is complete. Tenants must pay invoices within 14 days of receipt. If the invoice is not paid within this time, we will send a reminder letter giving them a further 14 days to pay. We will consider sending the debt to a debt collection agency if the invoice remains unpaid.

- 2.6 Whilst an invoice remains unpaid, we will not instruct any further Chargeable Repairs on behalf of the tenant until the invoice is paid or a suitable repayment arrangement has been agreed and is being maintained. However, both the Asset Manager and Housing Manager have discretion to order further Chargeable Repairs in exceptional circumstances. For example, if a Chargeable Repair is required to make the property wind and watertight or for health and safety reasons.
- 2.7 We will always attempt to recover Chargeable Repair debts and will expect tenants to make arrangements to clear them if they want a transfer or an exchange. If a tenant has both rent and Chargeable Repair debts, then the recovery of the rent arrears will take first priority, though this may depend on an individual tenant's circumstances and we may seek to have a repayment arrangement in place for both debts.
- 2.9 If a tenant terminates their tenancy and ~~an the~~ invoice remains unpaid, we will remind them that they must clear the outstanding debt before the termination date, failing which the debt may be passed to a debt collection agency for recovery.

~~3.0 Mutual Repairs Procedure~~

- ~~3.1 We will prepare and price a detailed schedule of works for common repairs involving mutual owners.~~
- ~~3.2 Once the price has been established, we will inform each mutual owner, in writing of:~~
- ~~• Details of the proposed repair~~
 - ~~• The estimated cost of the work, and their share of the costs~~
 - ~~• That they can arrange the repair themselves using their own contractor.~~
- ~~3.3 We will ask all owners to confirm that they agree to the work being carried out and that they accept responsibility to pay their share of the cost inclusive of VAT.~~
- ~~3.4 If a majority of owners agree that the work should go ahead, we will inform all of the owners that the majority has agreed and will proceed with the work.~~
- ~~3.5 If a majority of owners agree that the work should go ahead, but we are a minority owner, we will decide whether we want to proceed with the work or advise the majority owners to organise the repair themselves. An example of when we may do the work is if there is a health and safety issue.~~
- ~~3.6 If we proceed with work, we will instruct the contractor to carry out the repair according to the schedule of work at the agreed price.~~

~~3.7 The majority procedure described at 3.4 will apply to the repair of common parts only and does not include improvements such as door entry systems. Improvements require the consent of all owners.~~

~~3.8 Before the work starts, we will provide each owner with:~~

- ~~• The contractors name, and contact details~~
- ~~• The date when work will begin~~
- ~~• The length of time the work will take~~

~~3.9 We will keep owners fully informed, in writing, of any changes that affect the progress or cost of the work.~~

~~3.10 We will maintain a record of all issues relating to the repair. This will include:~~

- ~~• A record of phone calls and correspondence~~
- ~~• Contact with the contractor~~
- ~~• Contact with owners~~
- ~~• Variations to the work~~

~~3.11 The Finance Department will send an invoice to each owner within 30 days of receiving notification that the work is completed.~~

~~3.12 Invoices must be paid within 14 days of receipt. If the invoice is not paid, the Finance Department will send a reminder letter giving the owner a further 14 days to pay. If the invoice is still not paid, or a suitable arrangement to pay has been agreed and not maintained, we will send a final letter giving the owner a further 7 seven days before passing the debt to a debt collection agency for recovery.~~

~~4.0 Correspondence~~

~~4.1 All correspondence to mutual owners, including invoices, must be addressed using the owner's name. We will make every effort to establish the name of the owner prior to the repair being instructed.~~

5.03.0 Former Tenant Chargeable Repairs

5.1 Former tenant Chargeable Repairs and other tenancy debts, such as rent arrears, legal expenses, Sheriff Officer fFees and Benefit Overpayments will be pursued, however the amount of staff time expended will be kept to a minimum.

- 35.2 Where the [former](#) tenant's whereabouts are known or we have an email address, we will write to the [m former tenant](#) warning that if they do not clear the debt or enter into a suitable repayment arrangement the debt will be passed to a debt collection agency for recovery.
- 35.3 If the tenants' whereabouts are unknown, a debt collection agency, will be instructed to pursue the debt.
- 53.4 We may take legal action to recover former tenancy or other tenancy debts and will take a pragmatic approach to this, taking into account the costs that will be incurred as a result of such action, the best chances of collection and minimising debt write off.
- 53.5 If a tenant has died and we know that an estate has been left, we will contact the Executor to attempt to recover the debt. If there is no Executor, we will consider writing off the debt.

6.04.0 Monitoring and Performance

- 64.1 The Audit & Assurance Committee will monitor performance through the submission of quarterly reports, and will be asked to approve any write offs deemed to be required.
- 64.2 Detailed procedures are provided to staff to ensure that this policy is operated effectively.

7.05.0 Review of Policy

- 75.1 The Director of Asset Management will ensure that this policy is reviewed at least every five years and that any amendments required are submitted to the [Audit & Assurance Management](#) Committee for approval.

Payroll Policy Review

Report by Paula Oliver, Director of Finance – for approval

1.0 Introduction

The Payroll Policy is due its periodic review.

2.0 Changes to the Policy

The only changes required to the policy are additions relating to the operation of the EV Salary Sacrifice Scheme.

All proposed changes are tracked in the attached **Policy Document**.

Recommendation

The Management Committee is asked to approve the revised Payroll Policy.

Payroll Policy Review

Report by Paula Oliver, Director of Finance – for approval

1.0 Introduction

The Payroll Policy is due its periodic review.

2.0 Changes to the Policy

The only changes required to the policy are additions relating to the operation of the EV Salary Sacrifice Scheme.

All proposed changes are tracked in the attached **Policy Document**.

Recommendation

The Management Committee is asked to approve the revised Payroll Policy.

Fixed Asset Depreciation / Grant Amortisation Policy Review

Report by Paula Oliver, Director of Finance – for approval

1.0 Introduction

The Fixed Asset Depreciation / Grant Amortisation Policy is due its periodic review.

2.0 Changes to the Policy

The only changes required to the policy are additions relating to the depreciation of Rent Collector, and an adjustment to the threshold value for capitalising items.

All proposed changes are tracked in the attached **Policy Document**.

Recommendation

The Management Committee is asked to approve the revised Fixed Asset Depreciation / Grant Amortisation Policy.

ELHA POLICY

Date Issued January 1998

Department Finance

Last Review Date May 2023

Title **Fixed Asset Depreciation / Grant Amortisation**

Objective To ensure the Association’s fixed assets are depreciated and capital grants amortised in accordance with accounting requirements

Responsible Director of Finance

Next Review Date May 2028

1.0 Valuation of Housing Properties

Housing Properties are stated at cost, less accumulated depreciation. Housing under construction and Land are not depreciated. The Association depreciates properties by major component on a straight line basis over the estimated useful economic lives of each identified component. All components are categorised as Housing Properties within the financial statements. Impairment reviews are carried out if events or circumstances indicate that the carrying value of the components listed below is higher than the recoverable amount.

Component	Useful Economic Life
Core	50 years
Kitchens	15 years
Bathrooms	30 years
Heating	20 years
Windows	30 years

2.0 Depreciation and Impairment of Other Fixed Assets

Other Fixed Assets are stated at cost less accumulated depreciation. Depreciation is charged on a straight line basis over the expected economic useful lives of the assets at the following annual rates:-

Category of Asset	Depreciation Rate	Basis
Office Premises	4% straight line	Over the estimated life of asset
Alterations to Office Premises	33.33% straight line	Over the estimated use of additional premises

Category of Asset	Depreciation Rate	Basis
Office Equipment, Fixtures & Fittings	15%-20% straight line	Over the estimated life of asset
Computer Equipment	10%-25% straight line	Over the estimated life of asset
<u>Rent Collector</u>	<u>25% straight line</u>	<u>Over the estimated life of asset</u>
Vans, Tools & Plant	20%-50% straight line	Over the estimated life of asset

We do not capitalise items which cost less than £300-500 (including VAT).

We charge depreciation for each month that the asset is used. We do not charge depreciation in the month in which it is disposed of.

The carrying values of tangible fixed assets are reviewed for impairment in periods if events or changes in circumstances indicate the carrying value may not be recoverable.

3.0 Social Housing Grant and Other Grants in Advance / Arrears

Social Housing Grants and Other Capital Grants are accounted for using the Accrual Method as outlined in Section 24 of Financial Reporting Standard 102. Grants are treated as deferred income and recognised in income on a systematic basis over the expected useful life of the property and assets to which it relates.

These grants are amortised over 40 years which is the average useful economic life of the related assets.

4.0 Policy Review

The Director of Finance will ensure that this Policy is reviewed at least every five years, or earlier if required by changes to accounting requirements, and that any amendments are submitted to the Management Committee for approval.

Tenant Participation Annual Report

Report by Claire McMillan, Housing Manager – for information

1.0 Introduction

The responsibility for monitoring Tenant Participation throughout the year is delegated to the Audit & Assurance Committee; however, involving tenants in the Association's work is both a legal and regulatory requirement, as well as a corporate responsibility. This Annual Report highlights the work the Association has carried out in relation to Tenant Participation during the year 2022/23.

2.0 Tenant Participation Strategy

Progress on the Tenant Participation Action Plans (parts of the Tenant Participation Strategy that are reviewed three yearly and annually) was overseen by the TIG Panel. Action Plans for 2023/24 have been agreed, including the intention for the TIG-Scrutiny Group to carry out another scrutiny project early in the coming year, which is proposed to relate to tenant satisfaction with new developments.

3.0 Tenant Involvement Group (TIG)

The TIG have experienced some changes in membership over the year, with one long term member leaving through retirement and another moving to a different landlord. Three new members have attended for the first time during the year, though one has advised they will be unable to join in further due to ill health. There is also recent interest from two other tenants as a direct result of the ongoing Healthy Happy Homes visits.

The TIG Panel returned to face to face meetings in April 2022 for the first time since February 2020. They have decided to have the ongoing option for members to attend digitally to maximise participation: one member has attended remotely since, with the majority of current Panel members expressing a preference to attend in person where possible.

The TIG Panel's work over the year involved:

- Planning and attending a 'TIG on Tour' day in June 2022, attended by four TIG Panel members and two Management Committee members (the Group visited areas including a new development in Ormiston and some older LSVT stock in Musselburgh, where longer term estate improvements are planned)

- Assisting staff in reviewing the outcomes of Stair Cleaning Satisfaction Surveys, leading to the early termination of contract and procurement of new services to improve standards and satisfaction levels
- Reviewing a number of other satisfaction surveys and consultation exercises, including the rent increase consultation
- Considering the tenders received for the Tenant Satisfaction Survey and making a recommendation on their preferred contractor (the TIG had a strong focus on value for money in their discussions)
- Reviewing the Welcome Packs provided to new ELHA tenants and considering an alternative, local supplier (the TIG Panel felt that the Association should continue with the current supplier at this time, feeling that these were more professional looking and provided best value for money)
- Working with the consultant on the Tenant Satisfaction Survey to consider the outcomes and begin prioritising areas of improvement, which will form an action plan to be presented at the next Audit & Assurance Committee

Membership of the TIG Panel stood at five at the end of the year, with two potential new members interesting in attending the next meeting.

4.0 Information & Consultation

The Association produced a range of information for tenants during the year including:

- 9 e-news
- 11 newsflashes
- 4 printed newsletters
- 2 factsheets

Factsheets were created for the first time in 2022/23 with one providing information on air source and ground source heat pumps, following discussions at The Hedges, Tranent, where both are in operation. The second factsheet provided information on managing a home during cold weather, including tips on reducing condensation and preventing mould occurrence.

Over the year, the average open rate for e-Talk newsletters and newsflash editions was 56%, and 28% of recipients clicked through to read at least one full article on the elha.com news page.

The annual Rent Increase Consultation was carried out in January 2023 using the specially designed elha.com micro-site for the third year running. Printed information was sent to the minority of tenants who have not opted to be paper-free. Engagement levels were very positive with a record 33.4% of tenants responding to the consultation, an increase of 7.5% on last year.

Satisfaction surveys were also carried out over the year for the following service areas, the results of which were reported to the Audit & Assurance Committee:

- Chargeable Repairs
- Shared Ownership and Factoring
- Garden Care Service

5.0 Social Media

Work to improve the Association's social media presence continued and dedicated campaigns on different topics, including using hashtags to highlight issues are being used, for example #elhahelp, #elhaenergy, and #thesehomes

ELHA's Facebook page had a following of 1,503 people at 31 March 2023, an increase of around 9% from the previous year. Facebook reports that just over 80% of followers are women, with most followers based in Edinburgh and East Lothian.

6.0 Working with Tenants / Tenant Groups

During the year, the Association has:

- Worked with Bolton Steading Residents Association (BSRA) on a number of issues, including proposed changes to their Constitution, and attendance at their AGM
- Met with a tenant representative at The Hedges in Tranent following receipt of a survey relating to heating systems, leading to further works on the first newsletter dedicated to a single development and discussions on a proposed Community Garden on East Lothian Council land
- Consulted with tenants at Osborne Court on the proposal to alter the status of the development from sheltered to amenity housing, involving a survey, presentation from the Director of Housing, and individual meetings with the area Housing Officer

7.0 Working with Partners

The East Lothian Tenant Participation Liaison Group meetings did not resume in 2022/23 as hoped, following the temporary redeployment of East Lothian Council staff.

The Association has continued to foster strong links with Homes for Life Housing Partnership over the year regarding potential joint working opportunities on shared developments and also in accessing shared funding to assist tenants.

The Association has regularly taken part in information sharing with landlords throughout Scotland through the Scottish Federation of Housing Association's Housing Management Forum and through the Tenant Participation Advisory Service's requests for sharing good practice.