

OUR 2019 – 2020 ANNUAL REPORT AT A GLANCE

This report relates to the year ending in March 2020 – just before the Coronavirus pandemic started to impact all our lives and working environment. The Elim Group made good progress against a number of our business plan aims, and delivered a strong financial result at the end of the year. This sustainable financial performance means we can continue to improve your homes and the support services we provide for our customers, as well as being able to invest in the development of new homes so we can work towards the achievement of Elim’s vision to meet housing need and deliver homes that change people’s lives.

OUR VALUES

Launched in December 2019, we asked for feedback from our customers, staff and organisations Elim works with, and we used this feedback to develop a new set of values. These values represent how we deliver our services, and the culture and behaviour we expect all staff to live when carrying out their roles. These are known as Elim CARES:



CUSTOMERS FIRST

Customers are at the heart of our services and decision making.



ASPIRATIONAL & ACCOUNTABLE

We are ambitious for our customers, staff and stakeholders. We work with integrity, learn from mistakes and do what we say we will.



RESULTS

We work hard and deliver great results for our customers and for Elim.



EVERYONE’S VIEW MATTERS

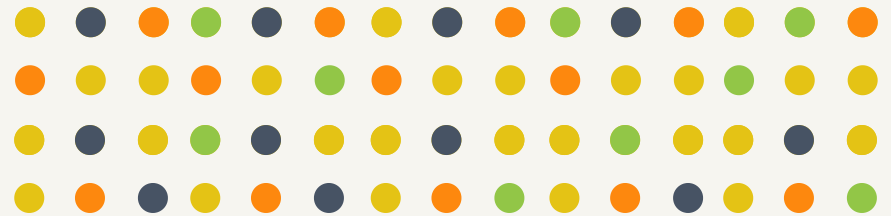
We listen to understand, improve and build our services.



SUPPORTIVE

We tackle challenges head on and inspire each other to achieve our potential.

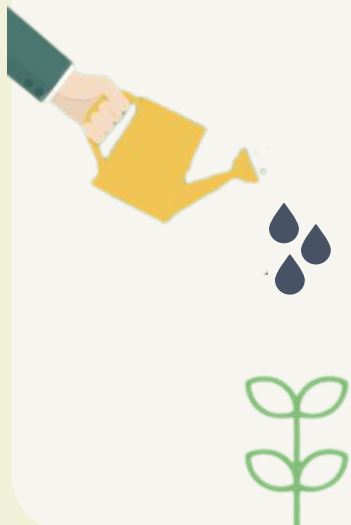
CUSTOMERS FIRST



In March 2020 we launched our new Customer Service and Involvement Strategy 2020-2023. This was developed in consultation with our customers and our frontline staff. We understand that getting the basics right is what matters most to our customers, and that customer satisfaction will improve if we can continuously build our services around your needs. The strategy provides detail of how we will help increase the opportunities for involvement in our services, and work towards delivering excellence in all our work.

We will share opportunities to get involved with improving our services on our website, via email and in our newsletters through the year. You can also contact us with your thoughts and ideas for service improvement or if you want to get more involved via info@elimhousing.co.uk






SUSTAINABLE GROWTH







During 2019/2020 Elim Housing Association bought 24 new homes and increased the support services we offer to help more vulnerable people who have experienced homelessness. This included:

- 8 new homes in Gloucester, which have been used to deliver a support service to Young Parents
- 6 new build homes, for rent and shared ownership in South Gloucestershire
- 10 homes in Bristol to provide move-on accommodation for residents leaving supported housing
- The extension of our Time to Heal Gloucestershire-wide hospital discharge service for homeless patients
- A new Young Parents support service in the centre of Gloucester
- 2 new shared homes to support a Rough Sleepers Initiative in South Gloucestershire

HEADLINE RESULTS

-  Surplus for reinvestment: £1,592,000 (up £17,000 from 2018/19)
-  Spend on repairs: £1,277,000 (up £279,000 from 2018/19)
-  Overall Customer Satisfaction: 81% (up 2% from 2018/19)
-  Customer Satisfaction with repairs: 83% (up 15% from 2018/19)
-  Average management cost per home: £ 2,745 (up £97 per home since 2018/19)

HEADLINE RESULTS

-  Average maintenance cost per home: £981 (up £148 per home since 2018/19)
-  Total rent lost whilst our homes were empty: £140,000 (up £5,000 since 2018/19)
-  Total percentage of rent collected: 98.2% (up 0.7% from 2018/19)
-  105 People moved on from our homelessness services into their own homes