









YOUR 2020 – 2021 ANNUAL REPORT AT A GLANCE

The COVID pandemic had a huge impact on everyone over the 12 months to the end of March, 2021. We are very grateful to customers for their patience and understanding as government restrictions meant we had to change, and at times, even temporarily halt some services. However, in spite of the challenging social and economic circumstances, we made progress against some of our key priorities, delivering a strong financial result by the end of the year.

KEY FACTS AND FIGURES

-  **899** - the number of homes we own and manage in 11 local authority areas across the South West of England, Birmingham and South Wales. The majority are social and affordable properties for rent. We also provide supported housing for young people and adults who have been homeless – and are one of the UK's largest providers of Gypsy and Traveller sites.
-  **485** - new customers moved into Elim homes or support services during the year.
-  **105** - people moved on from our homelessness services into their own homes.
-  **346** - customers moved on from our support services.
-  **65** - the number of people who work for Elim.

OUR PERFORMANCE FOR YOU

-  **5,228** - the number of repairs completed.
-  **85%** - Customer satisfaction with repairs. Up 2% from 2019/20.
-  **£1,071,000** - the amount we spent on repairs. Down £206,000 from 2019/20.
-  **£1,424** - the average maintenance spend per home. Up £443 per home since 2019/20.
-  **£ 2,921** - the average management cost per home. Up £176 per home since 2019/20.
-  **100.1%** - the total percentage of rent collected. Up 1.9% from 2019/20.
-  **£144,000** - the total rent lost whilst our homes were empty. Up £4,000 since 2019/20.
-  **78%** - Overall Customer Satisfaction. Down 3% from 2019/20.
-  **19** - complaints were made to us - **16** - were successfully resolved at first stage.

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NEW CHIEF EXECUTIVE

Paul Smith became your Chief Executive in October, 2020, after Alistair Allender retired following 29 years as Elim's Group CEO.

Paul Smith says:

"I have inherited from Alistair a fantastic role in an exciting and special organisation, with a committed, enthusiastic and skilled team of people.

"However, I also recognise that we have challenges to face around improving our services and homes, in addition to broader issues including Climate Change and our responsibility to support improved Equality, Diversity and Inclusion for everyone.

"Over my first year with Elim we have joined a number of national networks, including the Tenant Participation Advisory Service, Placeshapers and Homes For Cathy because we know we are most effective when we are working with, and learning from others. But the most important partnership we are working on, is with our residential customers.

"We know we need to improve our services and the quality of your homes, guided by the people who live in them. In 2020 we started to develop new approaches to bring the voice and views of residents into the heart of our decision making at Elim, and this will continue to improve over the year ahead."

YOUR HOMES AND SERVICES

The pandemic meant we had to change and adapt what we did, to continue to support you.

During the year, staff regularly contacted Elim customers to check on their wellbeing. Our priority had been to make sure no one felt isolated in their home, and that they had the help, if they needed it, with any financial concerns.

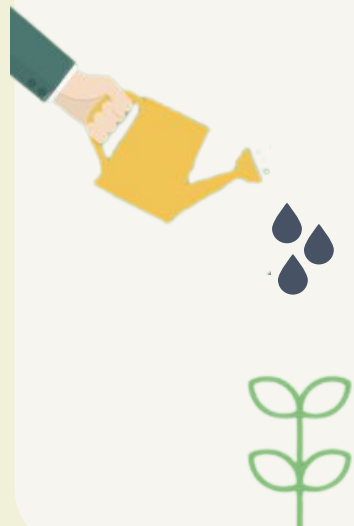
On occasions, we have only been able to complete urgent repairs and the waiting times for responsive repairs have often been much longer than usual.

We are grateful to customers for their patience, and to our maintenance contractors in helping us to keep your homes safe, compliant and well-maintained throughout the year.

It was also a year which brought the shortage of affordable housing into sharp focus. Despite the situation we continued to operate our **homelessness services**, helping clients find permanent accommodation.

Our Time to Heal service supported the NHS by making sure hospital patients, without secure accommodation, could be safely discharged. When they were ready, nearly all the people (85%) successfully "moved on" from our support services, changing 346 lives.

DEVELOPMENT PROJECTS AND SERVICE GROWTH



Working in partnership with South Gloucestershire Council and Bristol City Council, we started work to make 11 homes available for people affected by homelessness during the pandemic under the Next Steps Accommodation Programme (NSAP).

We assisted two local authorities in setting up and managing temporary residential sites for vulnerable Gypsy and Traveller families, who needed support due to COVID.

We also started work on two new developments to build eight homes for individuals and families. The schemes were finished later in 2021.

PROPERTY SERVICES

The maintenance team completed all statutory compliance testing, surveying and inspections of your homes - as well as clearing a large backlog of overdue jobs.

We also carried out what's called a "stock condition survey". It helps us to plan what work is needed to keep updating and improving your homes. The survey estimated we will be spending around £23.6m over the next 30 years.

Work is due to start in 2022.

FINANCIAL PERFORMANCE

By maintaining a strong, sustainable financial performance we can continue to invest in your homes and the support services we provide for customers. It also means we can invest in new housing developments.

KEEPING IN TOUCH WITH US

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