

## People

**Around 400 paid staff** including Succeed at Eastlight trainees, Kickstart placements and apprentices

### 10 Board places

Four independent committee members

### Up to 12 residents

on our Customer Influence Committee

## Our homes

**12,510 homes**

**3,800 new homes** to be built by 2025

### £13m invested

in capital and planned works 2020-21

### 100% health & safety compliance

Gas, electric, fire safety, asbestos, Legionella and lifts

### Sustainability strategy

informed by customer and stakeholder engagement and an audit of our carbon baseline position

All assets undergoing review to determine how to meet EPC 'C' in 2030; retrofit versus redeveloping

## Our financial strength 2020-2021

**£75.8m turnover** and £24.2m (31.9%) operating margin

**Agreed loan facilities** £522.3m total lending £322.3m undrawn £200m

### Private placement of £120m

priced and agreed May 21  
3.59% – impact of private placement not shown

### Unencumbered security:

600 properties  
Private credit rating of A+ (Fitch, April 2021)  
Environmental, Social and Governance (ESG) report annually

Internal auditors:

**RSM**

External auditors:

**Beevers & Struthers**

Treasury advisor:

**Chatham**

### Savings since merger

- £190,000 pa combining insurance
- £95,000 rationalisation of office space
- £16,000 to date re-procurement & economies of scale
- £34,000 pa combining audit activity (from 21-22)
- £47,500 pa efficiencies generated in fire risk assessment work
- £64,000 pa from bringing ex Colne voids, repairs and planned work inhouse

### Forecast future savings:

- £3m over five years on interest charges

# We are Eastlight

## Customer feedback

**86% of residents** surveyed rated the grounds maintenance as 5 or over out of 10

### Our real-time satisfaction

currently stands at 90% (4.5 out of 5)

**79% of residents** satisfied with repairs

## Our services

**256 Tenancy Sustainment cases**

**119 resident interventions** to help with mental health

**146 Safeguarding cases**

**314 Housing Related Support** (Support Co-ordinator) cases

**621 Financial Support** Digital Support cases

**Over £1m** Residents gained following benefits advice

**Awarded £19,904** from our hardship fund

**12,500 welfare calls** made to our most vulnerable residents

**18,795 repairs completed**

**949 reports** of anti-social behaviour resolved (up 300 on the previous year due to low level nuisance)

**71 people** affected by domestic abuse received specialist help

**£130,000 of grants** awarded by Eastlight and Braintree District Council for community support during the pandemic

## Our communities

### Our Empowerment programme

All in was established to build on community spirit and create a lasting change in the way local people come together to tackle their shared issues, creating new solutions

**Provided £37,663** in community improvements