

# Emma Palmer, CEO

February 2023

## Eastlight; July 2020; the merger business case

- Efficiency of new supply delivery; acquisition of Icení August 2021
- 3,800 start on sites (additional 1,300) in first 5 years with balanced tenure shared ownership/affordable/social rent
- Creation of Community Academy & improve shareholding offer
- Bringing repairs in house; completed ahead of schedule May 2021
- Commitment to local employment and 50 additional apprenticeship years in the first 5 year; 6 kickstart postholders (offered 44) and 12 Succeed at Eastlight apprentices (a fifth of the programme)



## Eastlight overview

- 12,800 homes
- G1/V1 Regulator judgement
- 450 employees
- Harmonised terms & conditions with a strong employment offer
- Investment in office hubs in Braintree & Marks Tey
- Community partnership space at the Braintree hub
- Succeed at Eastlight, our apprenticeship programme



## Customer Facing Performance

- 298 new homes 85 for shared ownership
- Average rents 55% below private market rent
- 62% of existing homes EPC C or higher
- Customer Feedback remains strong; 4.7/5 with repairs service most well liked. Customer sentiment waning
- Pandemic repair backlog cleared by January 2022; longer WIP times from December 2022



## An update on damp, mould & condensation

- Cases reviewed from 2014 onwards; no systemic issues identified
- Regulatory return December 2022; no category one or two hazards
- Customer demand is up 1000% since November 2022
- Regular board and senior team oversight
- Dedicated front-line team and customer communication plan in place
- Established relationship and communication with Cherie Root, Caroline Elias-Stephenson and Josie Falco

