

How we are doing

January-March 2021

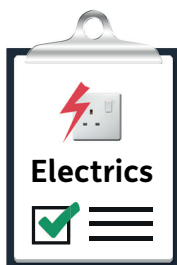
Quality of services



99% of repairs were completed on the first visit. Our target is 91% so we did better than expected.



100% of properties were issued a gas safety certificate which is what we expected.



99.83% of properties had an electrical check, we do the electrical checks every 5 years. We want to be at 100% but because of the problems with coronavirus our numbers had reduced.



98.17% of properties had an asbestos survey. Our target is 95% so we did better than expected.



98.41% of properties had their fire alarms and smoke detectors tested. Our target was 95% but because of the problems with the coronavirus our numbers had reduced.



67.61% of our properties had a water risk assessment. We wanted 100% of our properties to have an assessment and we are planning this in stages. We have not been able to visit all the properties we wanted to due to coronavirus.



We received **8** complaints; 1 from a tenant, 4 from support staff on behalf of tenants and 3 from family members. All of the complaints were dealt with in the agreed amount of time.

Healthy business



8.1% of our staff left Golden Lane Housing. We had a maximum target of 10% by 31 March 2021.



4.60% of money was not collected because of empty properties. We did not want this figure to go above 4.95%.



4.32% of rent was owed to Golden Lane Housing. We are waiting for most of this money to be paid by Housing Benefit. We did not want this figure to go above 4.9%.

New homes



191 people have moved into new homes. We expected 125 people to move into new homes by 31 March 2021.