

# How we are doing

July - September 2021

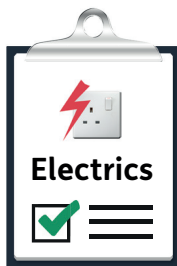
## Quality of services



**92%** of repairs were completed on the first visit. Our target is 99% so we did not do quite as well as we expected and will be improving it.



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



**100%** of properties had an electrical check, which is what we expected. We do the electrical checks every 5 years.



**100%** of properties had an asbestos survey, which is what we expected.



**99.01%** of properties had their fire alarms and smoke detectors tested. Our target is 100% so we did not do quite as well as we expected and will be improving this.



**82.67%** 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 received **4** complaints; 1 from a neighbour and 3 from support staff on behalf of tenants. All of the complaints were dealt with in the agreed amount of time.

## Healthy business



**9.9%** of our staff left Golden Lane Housing. We have a maximum target of 10% by 31 March 2022.



**3.26%** of money was not collected because of empty properties. We did not want this figure to go above 7%.



**4.49%** 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



**126** people have moved into new homes. We expect 250 people to move into new homes by 31 March 2022.