



# How we are doing

January - March 2022

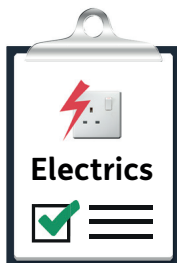
## Quality of services



**98%** of repairs were completed on the first visit. Our target is 92% so we did better than we expected.



**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.



**99.53%** of properties had an asbestos survey, our target is 100% we did not do quite as well as we expected.



**99.45%** 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.



**89.16%** 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 **30** complaints; we did not deal with 3 complaints within the agreed amount of time.

**21** complaints were closed

**There are 9** complaints open because we are still doing repairs to the property or we are waiting for tenants to tell us they are happy for their complaint to be closed.

## Healthy business



**19.14%** of our staff left Golden Lane Housing. We did not want this figure to go above 10% by 31 March 2022. We are working to improve this.



**4.13%** of money was not collected because of empty properties. We did not want this figure to go above 7%.



**4.67%** of rent was owed to Golden Lane Housing. We did not want this figure to go above 4.9%.

## New homes



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