



# How we are doing

October - December 2021

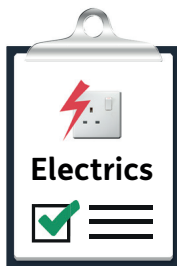
## Quality of services



**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.



**99.62%** of properties had an asbestos survey, our target is 100% we did not do quite as well as we expected.



**98.73%** 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.



**89.33%** 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 **10** complaints; we did not deal with **3** complaints within the agreed amount of time. We are working to improve this.

## Healthy business



**12.68%** 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.



**3.11%** of money was not collected because of empty properties. We did not want this figure to go above 7%.



**4.42%** of rent was owed to Golden Lane Housing. We did not want this figure to go above 4.9%.

## New homes



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