

How are we doing

July - September 2022

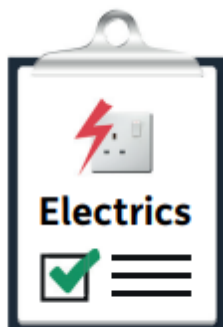
Investing in Homes



96% of repairs were completed on the first visit. Our target is 95% so we did better than our target.



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



98.4% of properties had an electrical check. We are just below our target of 100%. We are working to improve this. We do the electrical checks every 5 years.



100% of properties had an asbestos survey, our target is 100%. We have met our target.



100% of properties had their fire alarms and smoke detectors tested. Our target is 100% so we have met our target.



100% of our properties had a water risk assessment. We wanted 100% to have an assessment and we have done this so far.

We received **16** complaints between July 2022 and September 2022. All complaints were dealt with and responded within the agreed amount of time.



11 complaints have been closed. There are **2** complaints still open because we are still doing work to the property or we are waiting for tenants to tell us they are happy for their complaint to be closed.

Working Together



2.6% of our staff left Golden Lane Housing. We don't want this figure to go above 15%.

Strong Finances



3.4% of money was not collected because of empty properties. We don't want this figure to go above 5.5%.



4.30% of rent was owed to Golden Lane Housing. We are doing better than expected - we don't want this figure to go above 4.85%.

Housing More People



57 people have moved into new homes. We plan for 250 people to move into new homes by 31st March 2023. We are working to house more people.



Look out for more updates on how Golden Lane Housing is doing.