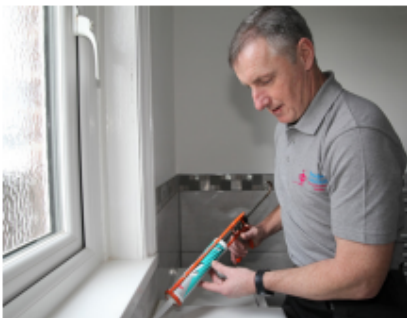


# How are we doing October - December 2022

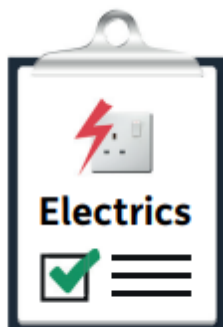
## Investing in Homes



**93%** of repairs were completed on the first visit. Our target is 95% so we need to improve this.



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



**100%** of properties had an electrical check. We do the electrical checks every 5 years.



**94%** of properties had an asbestos survey. We are working to improve this.



**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 **31 complaints** between October 2022 and December 2022. All complaints were dealt with and replied to within the agreed amount of time.



**29 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



None of our staff left Golden Lane Housing. This is great! We want people who work at Golden Lane Housing to be happy in their roles.

## Strong Finances

**2.9%** 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 4.5%.

## Housing More People



**55** 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.