

How we are doing

January 2024

Our Plan goal one - tenant satisfaction



We received 9 complaints this month which were logged as a Stage 1 complaint.



100% of complaints were acknowledged within 5 working days.

0 complaints were taken to Stage 2

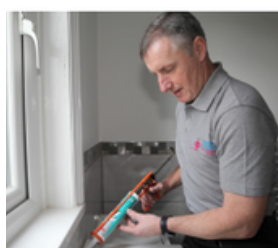


100% of complaints were upheld/supported this month.

How we are doing

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Our Plan goal two - investing in homes



96% of repairs were completed on the first visit. Our target is 95%.



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.

How we are doing

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Our Plan goal two - investing in homes



100% of properties had an asbestos survey. Our target is 100% so we have met our target.



100% of properties had their fire alarms and smoke detectors tested. We have met our target of 100%.



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

How we are doing

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Our Plan goal three - housing more people



14 people have moved into new homes this month.

227 people have moved into new homes since April 2023.

We planned for 250 people to move into new homes by 31st March 2024.

How we are doing

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Our Plan goal four - strong finances



3.53% of money was not collected because of empty properties. We don't want this figure to go above 4.5%.



10.21% of rent was owed to Golden Lane Housing. We are working hard to improve this because we don't want this figure to go above 4.85%.

How we are doing January 2024

Our Plan goal five - working together



2.3% of staff left Golden Lane Housing. This is below our target of 15%.



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Golden Lane Housing is rated as G1 V2 from the Regulator of Social Housing