

How we are doing

March 2024

Our Plan goal one - tenant satisfaction



We received **1** complaint this month which was logged as a Stage 1 complaint.



100% of complaints were acknowledged within 5 working days.

1 complaint was taken to Stage 2

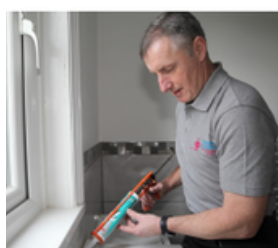


100% of complaints were upheld/supported this month.

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Our Plan goal two - investing in homes



92% of repairs were completed on the first visit. Our target is 95%, so we need to improve this number.



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.

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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



39 people have moved into new homes this month.

280 people have moved into new homes since April 2023.

We planned for 250 people to move into new homes by 31st March 2024. This means we have done better than our target!

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Our Plan goal four - strong finances



4.03% of money was not collected because of empty properties. We don't want this figure to go above 4.5%.



9.24% of rent was owed to Golden Lane Housing. We are working to improve this because we don't want this figure to go above 4.85%.

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Our Plan goal five - working together



2.5% 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