

# How we are doing

## October 2024 - December 2024



Golden Lane Housing

This is document tells you all about how Golden Lane Housing is doing so far this year.



It shows where we are meeting our targets and where we need to make improvements.



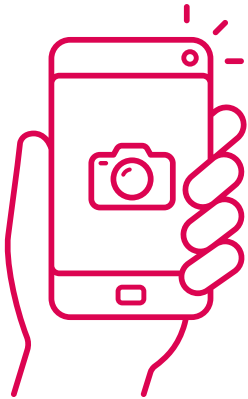
The green line will show you what our target is.



The number of pink people will show you what we have achieved.

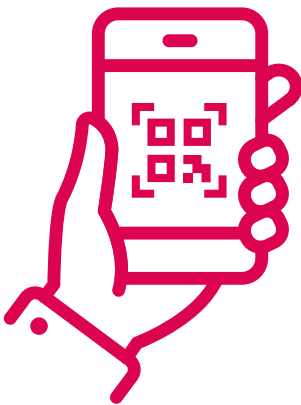


We have used QR codes in this document so that you can go to guides that will give you more information.



To scan the QR code and go to the guide, you need to:

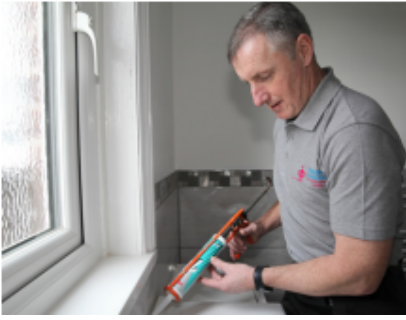
- Open your camera on your smartphone.
- To scan the QR code, put your camera lens over the QR code, like you're taking a picture of it.
- A link to the guide should appear on your home screen.



 **Link**

Click the link to go to the guide.

# Investing in Homes

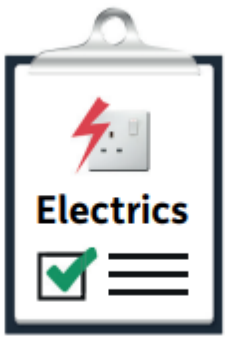


**Nearly 10 in 10** of repairs were completed on the first visit. We did better than our target of **9 in 10**, which is great!

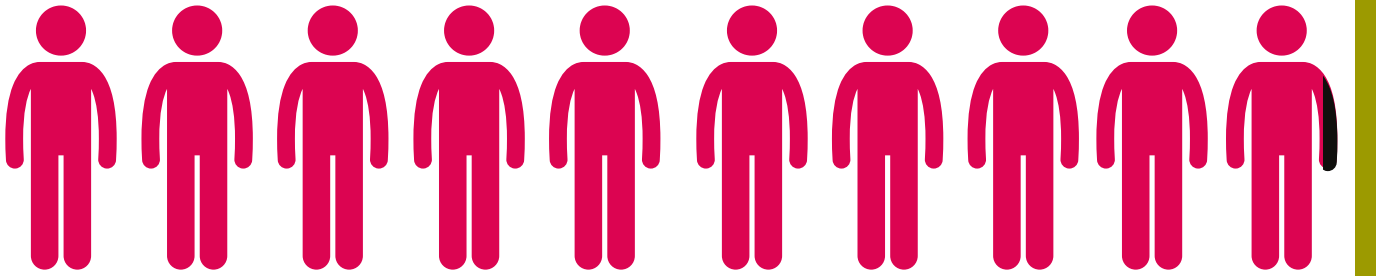


**10 in 10** properties were issued a gas safety certificate. Our target is **10 in 10**, so we have reached our target.





Nearly **10 in 10** properties had an electrical check. We do the electrical checks every 5 years. Our target is **10 in 10**, so we are just below our target.



**10 in 10** properties had their fire alarms and smoke detectors tested. Our target is **10 in 10** so we have met our target.





**9 in 10** of our properties had an asbestos survey. This means that properties were checked for materials containing asbestos. We wanted **10 in 10** properties to have a survey, so we have a plan to improve this.

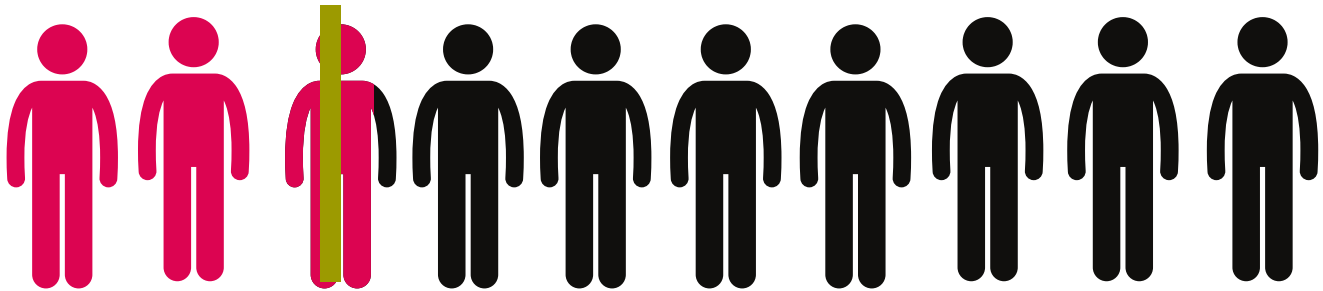


Learn more about the health and safety checks Golden Lane Housing does in its homes by reading the easy read Safety in the Home guide. Scan the QR code below to go to it.



# Working Together

Nearly **3 in 10** of staff left Golden Lane Housing. This is above our target of just over **2 in 10 staff**. We have a plan to try and make this figure lower.



# Strong Finances

For every £100 of rent we could receive we don't collect **£5.24** because some of our homes are empty. We want to bring this to **£4.50**. This means we are below target and we have a plan to improve this.



For every £100 of rent we could collect, we didn't collect **£8.64**. We want to bring this to below **£5.50**. This means we are below target and we have a plan to improve this.






# Housing More People

**A total of 205** people have moved into new homes since 1st April 2024.

## Tenant satisfaction



We received **80 stage 1 complaints** and **5 stage 2 complaints**. The complaints were about:

- Poor communication - this means Golden Lane Housing did not keep tenants updated.
- Rent arrears - this means this means we did not communicate clearly about rent that should have been paid.
- Slow repairs service from Golden Lane Housing.

We have actions in place to reduce complaints.

**6 of the complaints** we received were not upheld which means we delivered our promise and we did not provide a poor service for 6 of the complaints.



You can find out more about how Golden Lane Housing deals with complaints, and what each stage of a complaint means in our easy read Complaints Policy.

Scan the QR code below to go to the policy.

