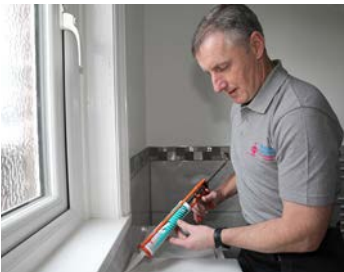


How we are doing

April-June 2020

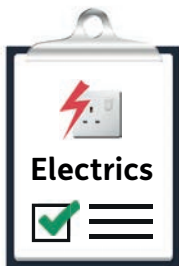
Quality of services



89% of repairs were completed on the first visit. We want to improve this to 91%.



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



94.1% of properties had an electrical check, we do the electrical checks every 5 years. We want to be at 100% but because of the problems with Coronavirus our numbers have reduced.



99.84% of properties had an asbestos survey. We want to improve this to 100%.



96.27% of properties had their fire alarms and smoke detectors tested. We want to always be at 100% but because of the problems with Coronavirus our numbers have reduced.



We received **5** complaints from tenants. All of the complaints were dealt with in the agreed amount of time.

Healthy business



1.1% of our staff left Golden Lane Housing. We have a maximum target of 10% by March 2021.



5.68% of money was not collected because of empty properties. We want this figure to go down to 5%.



3.93% of rent is owed to Golden Lane Housing. We are waiting for most of this money to be paid by Housing Benefit. We do not want this figure to go above 5%.

New homes



23 people have moved into new homes. We are expecting 125 people to move into new homes by the end of March 2021.