

How we are doing

October-December 2020

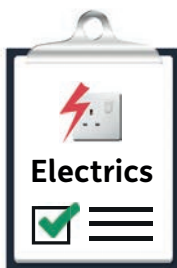
Quality of services



96% of repairs were completed on the first visit. Our target is 90% so we are doing better than expected.



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



99.83% 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.



94.61% of properties had an asbestos survey. We want to improve this to 100%. The number of properties we survey has increased to include when the owner is responsible for repairs. We want 100% of our properties to have a survey by the end of March 2021 and we are planning this in stages.



96.66% 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.



42.99% of our properties had a water risk assessment. We want 100% of our properties to have an assessment by the end of March 2021 and we are planning this in stages. We have not been able to visit all the properties we wanted to due to coronavirus.



We received **8** complaints from support staff which included some that were on behalf of tenants. All of the complaints were dealt with in the agreed amount of time.

Healthy business



7.3% of our staff left Golden Lane Housing. We have a maximum target of 10% by March 2021.



4.68% of money was not collected because of empty properties. We do not want this figure to go above 5%.



4.29% 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 4.9%.

New homes



143 people have moved into new homes. We are expecting 180 people to move into new homes by the end of March 2021.