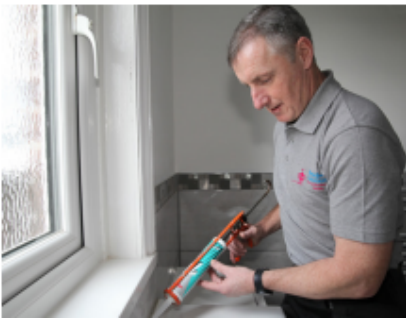


How are we doing

April 2024 - June 2024

Investing in Homes



97% of repairs were completed on the first visit. We hit our target of 95%, which is great!



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.



100% of properties had an asbestos survey. We are working to make this figure 100%.



100% of properties had their fire alarms and smoke detectors tested. Our target is 100% so we have met our target.



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

Working Together



31% of staff left Golden Lane Housing. This is above our target of 15%. This means we want to make our figure lower.

Strong Finances



5.29% of money was not collected because of empty properties. We don't want this figure to go above 4.5%.



10.05% of rent was owed to Golden Lane Housing. We are working to improve this.

We received 28 stage 1 complaints

We received 3 stage 2 complaints

We did not uphold 2 complaints



Housing More People

A total of **42** people have moved into new homes since 1st April 2024.

Complaints

We received **28** stage 1 complaints, **3** stage 2 complaints, and we did not uphold **2** complaints.



Complaints were made about poor communication, repair works taking longer to complete, and an issue involving out contractors.



To help us improve, Golden Lane Housing staff will be receiving training on keeping information updated and on dealing with complaints.



Golden Lane Housing has also recruited more Multi Skilled Operatives to help get repairs done quicker.



You can find out more about what each stage means in our [Complaints Policy](#).