

# How are we doing

April 2024 -  
June 2024

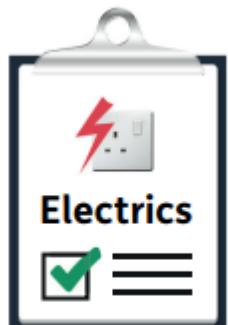
## Investing in Homes



**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](#).

# How we are doing

## July 2024 - September 2024



This 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.

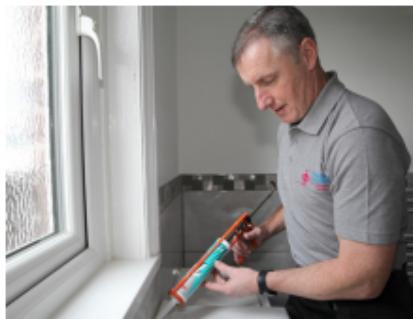


The green line will show you what our target is.

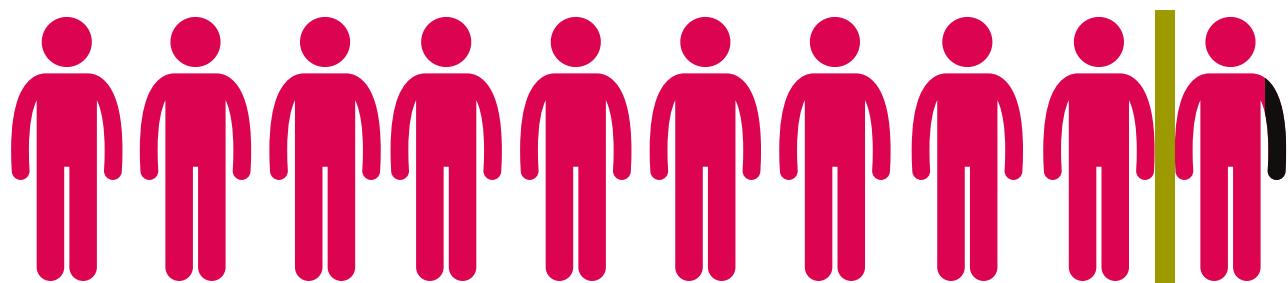


The number of pink people will show you what we have achieved.

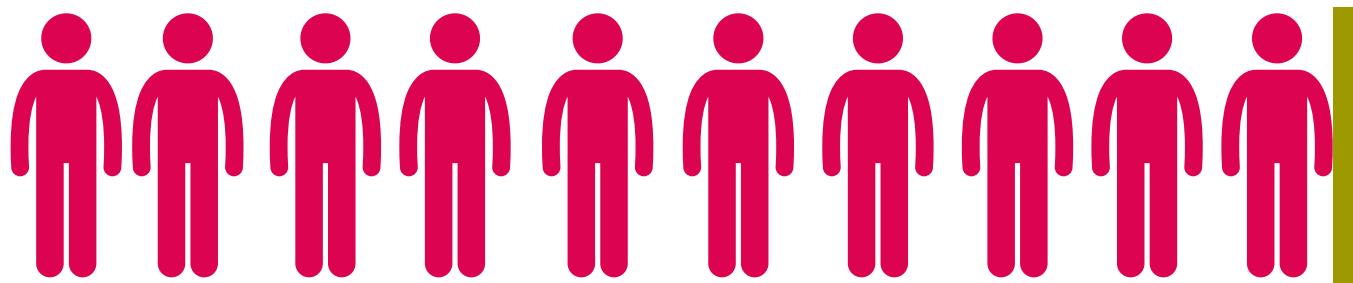
# Investing in Homes

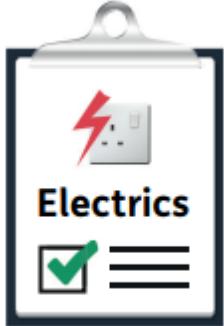


Nearly **10 in 10** of repairs were completed on the first visit. We did better than our target of **9 in 10**, which is great!

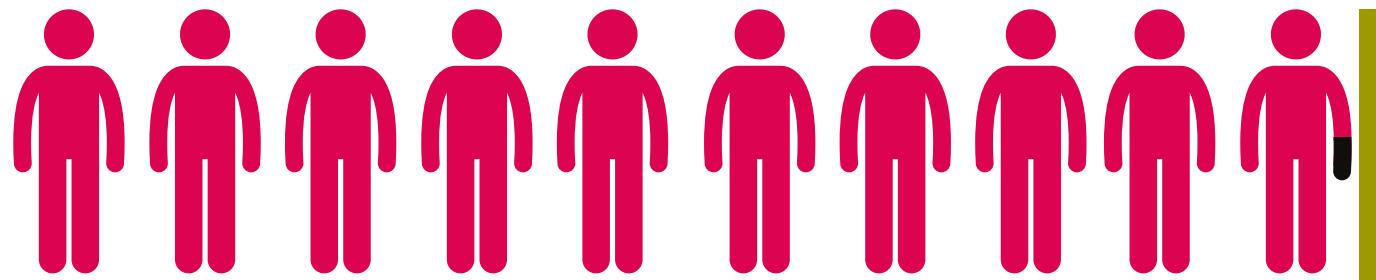


**10 in 10** properties were issued a gas safety certificate which is what we expected.

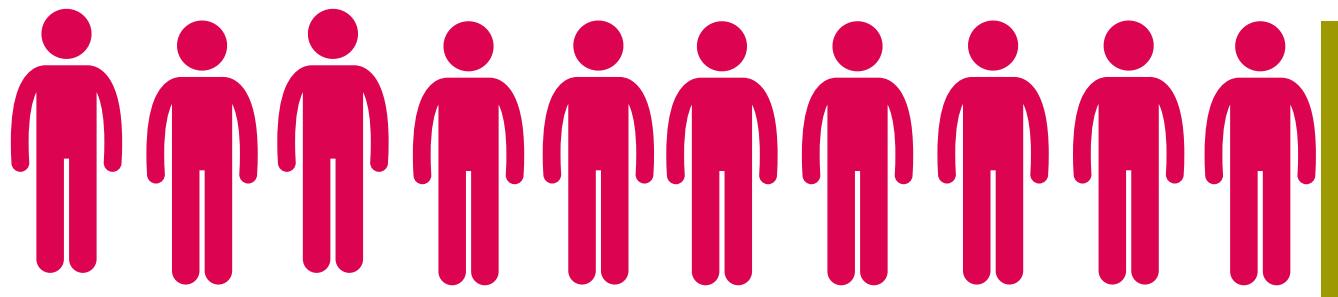




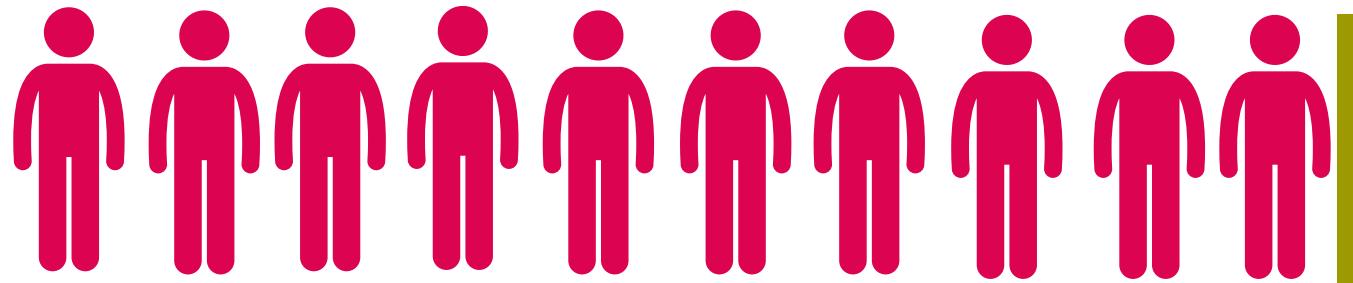
**Nearly 10 in 10** properties had an electrical check. We do the electrical checks every 5 years. Our target is **10 in 10**, so we have nearly reached our target.

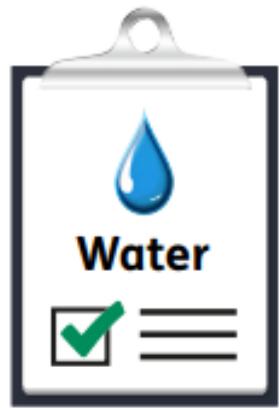


**10 in 10** of properties had an electrical check. We do the electrical checks every 5 years. Our target is **10 in 10**, so we have reached our target.

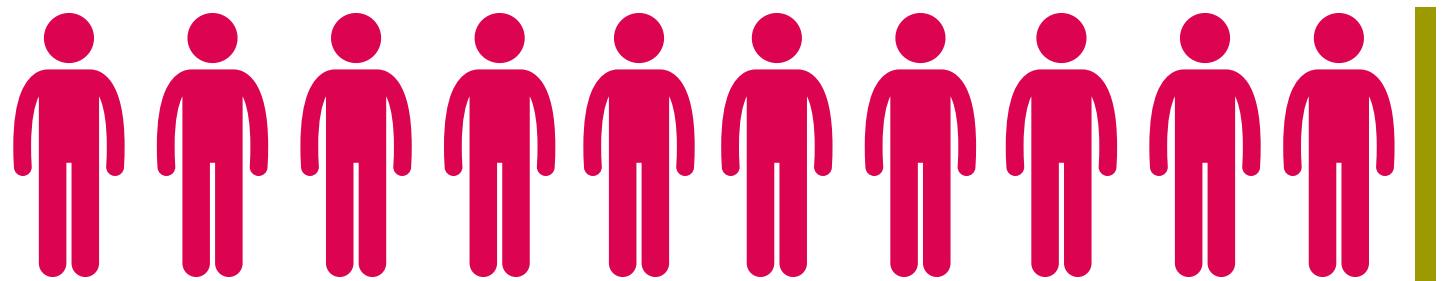


**10 in 10** properties had their fire alarms and smoke detectors tested. Our target is **10 in 10** so we have met our target.





**10 in 10** of our properties had a water risk assessment. We wanted **10 in 10** properties to have an assessment and we have done this so far.



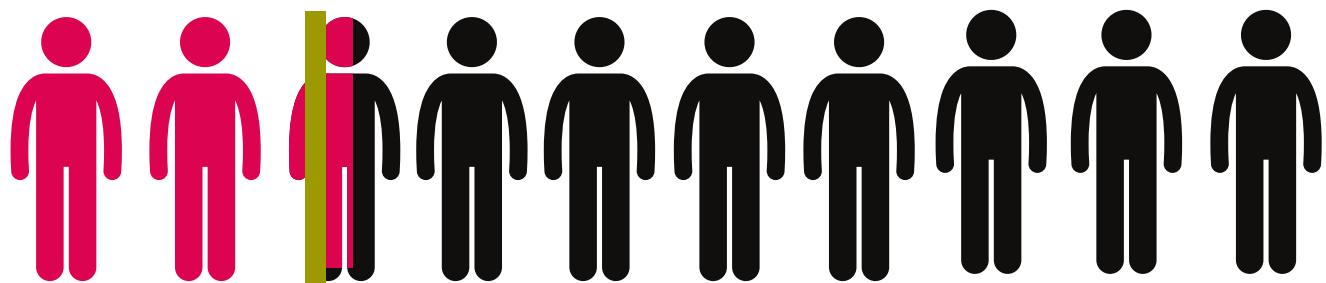
**Learn more about the health and safety checks Golden Lane Housing does in its homes by reading the easy read Safety in the Home guide. Scan the QR code below to go to it.**



# Working Together



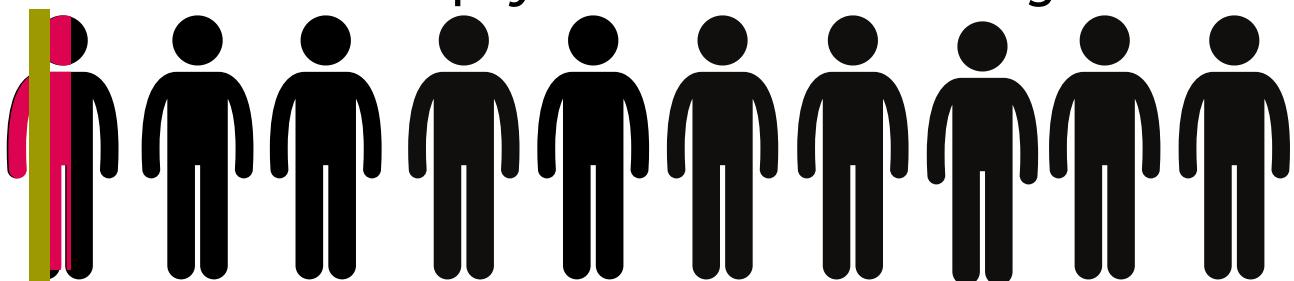
**Nearly 3 in 10** of staff left Golden Lane Housing. This is above our target of just over **2 in 10**. This means we want to make our figure lower.



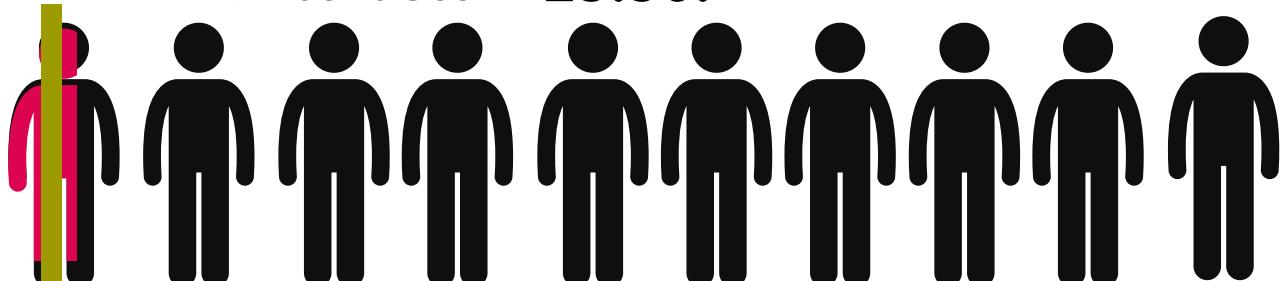
## Strong Finances



Here, each person represents £10. 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**.



Here, each person represents £10. For every £100 of rent we could collect, we didn't collect **£8.64**. We want to bring this to below **£5.50**.





# Housing More People

A total of **166** people have moved into new homes since 1st April 2024.



## Tenant satisfaction

We received **52 stage 1 complaints** and **5 stage 2 complaints**. The complaints were about:

- Repairs.
- Services such as window cleaning and gardening.
- Rent arrears - this means rent that should have already been paid.
- Slow 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 to go to the policy.



# How we are doing

October 2024 -  
December 2024



This 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.

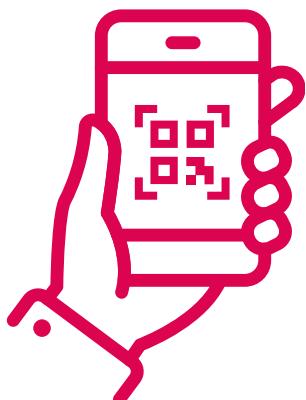
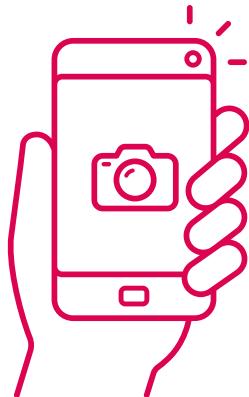


The number of pink people will show you what we have achieved.



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:

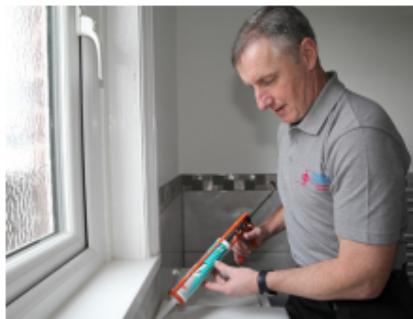


- Open your camera on your smartphone.
- To scan the QR code, put your camera lens over the QR code, like you're taking a picture of it.
- A link to the guide should appear on your home screen.

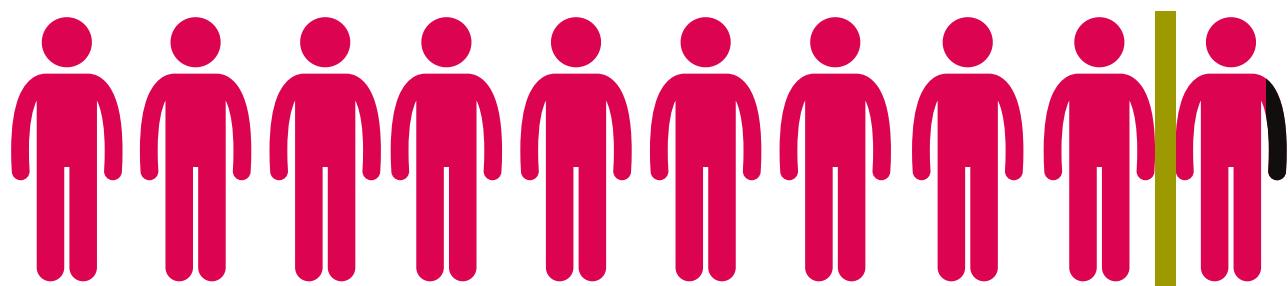


Click the link to go to the guide.

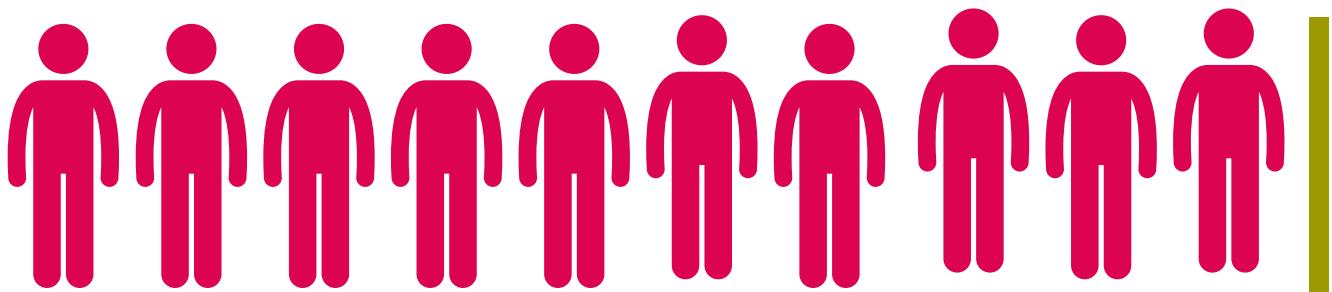
# Investing in Homes

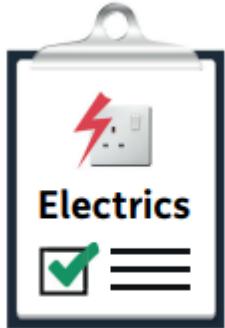


**Nearly 10 in 10** of repairs were completed on the first visit. We did better than our target of **9 in 10**, which is great!

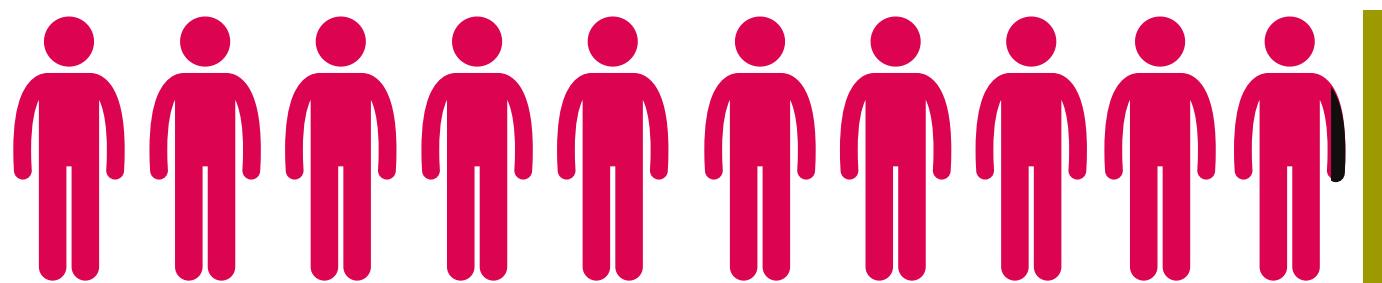


**10 in 10** properties were issued a gas safety certificate. Our target is **10 in 10**, so we have reached our target.

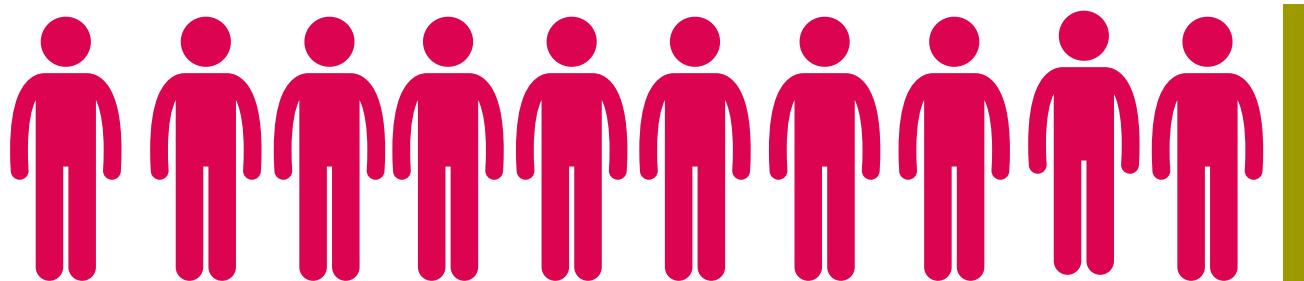




Nearly **10 in 10** properties had an electrical check. We do the electrical checks every 5 years. Our target is **10 in 10**, so we are just below our target.



**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.



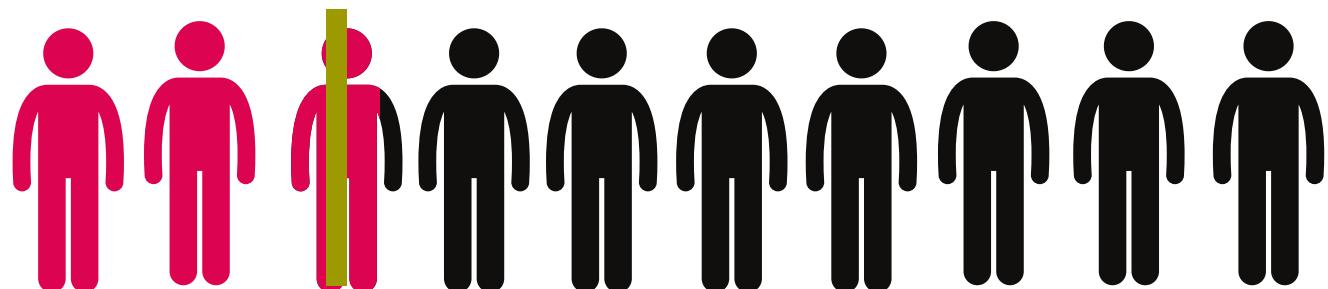
**Learn more about the health and safety checks Golden Lane Housing does in its homes by reading the easy read Safety in the Home guide. Scan the QR code below to go to it.**



# 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 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.**



# How we are doing

## January 2025– March 2025



This 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.

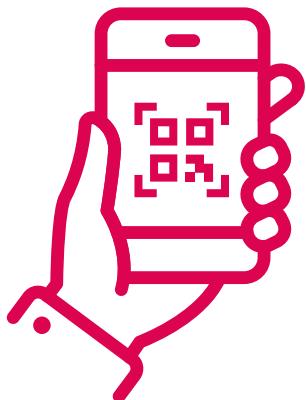
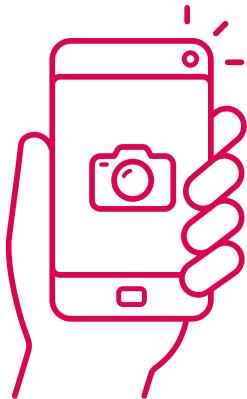


The number of pink people will show you what we have achieved.



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:

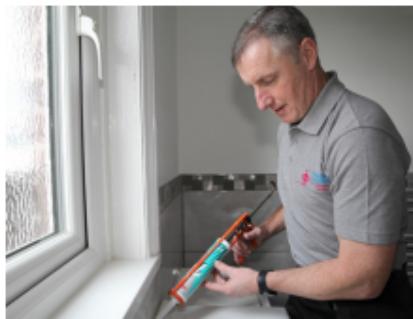


- Open your camera on your smartphone.
- To scan the QR code, put your camera lens over the QR code, like you're taking a picture of it.
- A link to the guide should appear on your home screen.
- Click the link to go to the guide.



**Link**

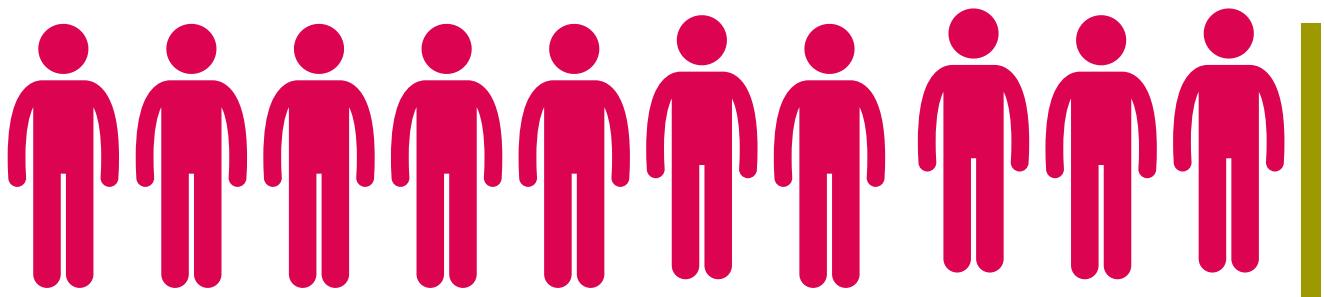
# Investing in Homes

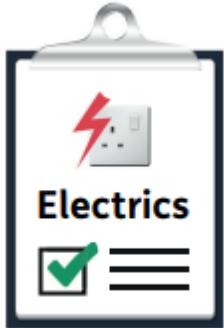


**Nearly 10 in 10** of repairs were completed on the first visit. We did better than our target of **9 in 10**, which is great!

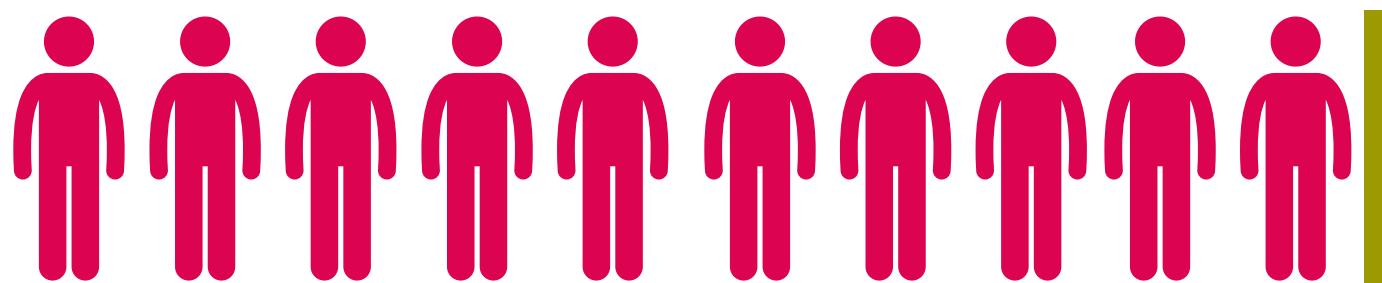


**10 in 10** properties were issued a gas safety certificate. Our target is **10 in 10**, so we have reached our target.

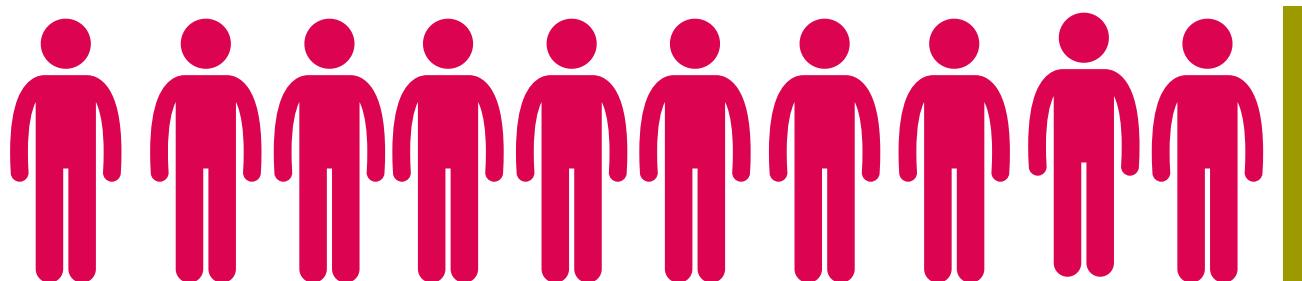




**10 in 10** properties had an electrical check. We do the electrical checks every 5 years. Our target is **10 in 10**, so we have met our target.

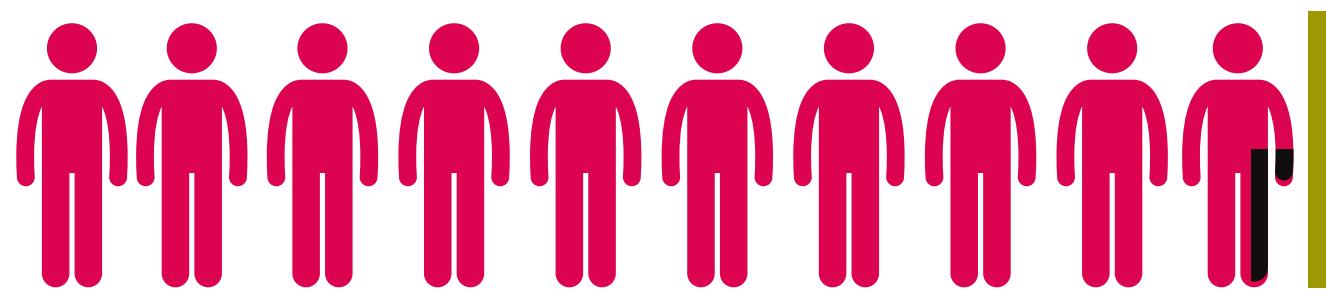


**10 in 10** properties had their fire alarms and smoke detectors tested. Our target is **10 in 10** so we have met our target.





**Nearly 100** 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 over the next year.



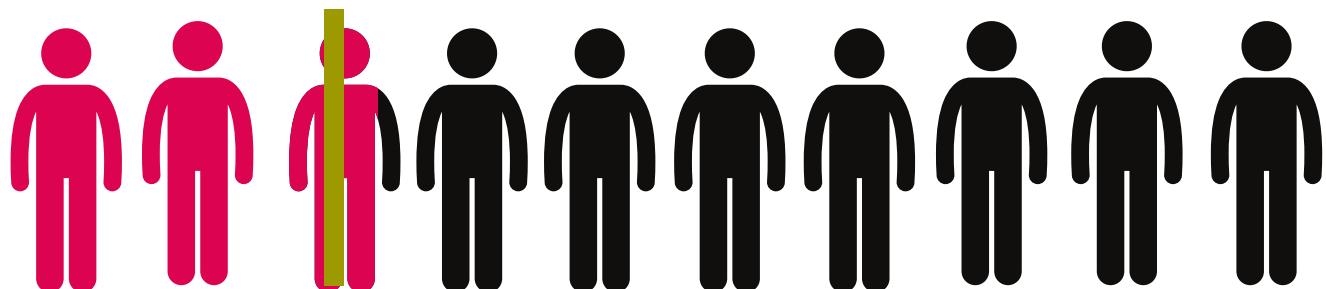
**Learn more about the health and safety checks Golden Lane Housing does in its homes by reading the easy read Safety in the Home guide. Scan the QR code below to go to it.**



# Working Together



**Nearly 3 in 10** of staff left Golden Lane Housing. This is a little 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 **£4.83** 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 **£7.26**. 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 288** people have moved into new homes since 1st April 2024. This is above our target of **250** which is brilliant.

## Tenant satisfaction



We have received **123 stage 1 complaints** and **7 stage 2 complaints** over the year.

The top themes of complaints were:

- 1. Poor or incorrect communication
- 2. No call back or updates
- 3. Poor quality homes

We have actions in place to reduce complaints.

**7 of the complaints** we received were not upheld which means we delivered our promise and we did not provide a poor service for 7 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.**

