

How we are doing

July 2025 - September 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.

Quality tenant experience



We have received **23 stage 1 complaints** and **0 stage 2 complaints** so far this year.



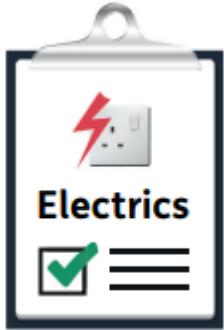
The top themes of complaints between **April 2025** and **June 2025** were:

- 1. Poor communication
- 2. No call back or updates
- 3. An issue around a tenant's rent and service charge.

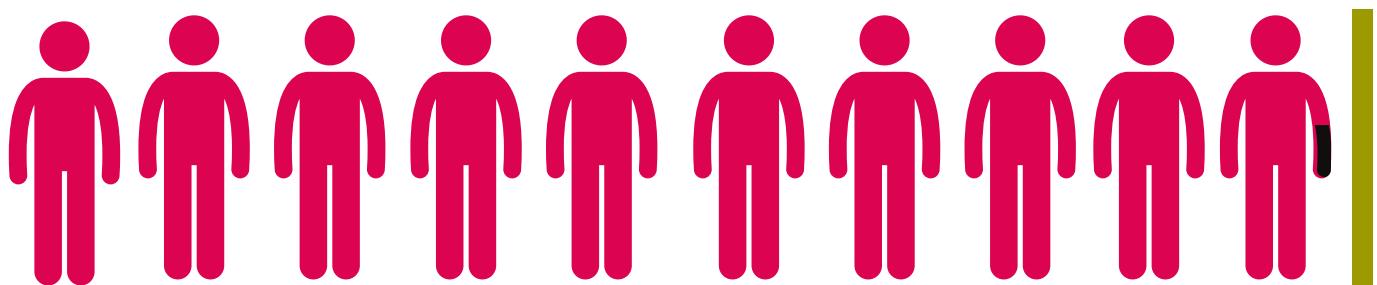


You can find out more about how **Golden Lane Housing** deals with complaints, and what each stage of a complaint means in our [easy read Complaints Policy](#).

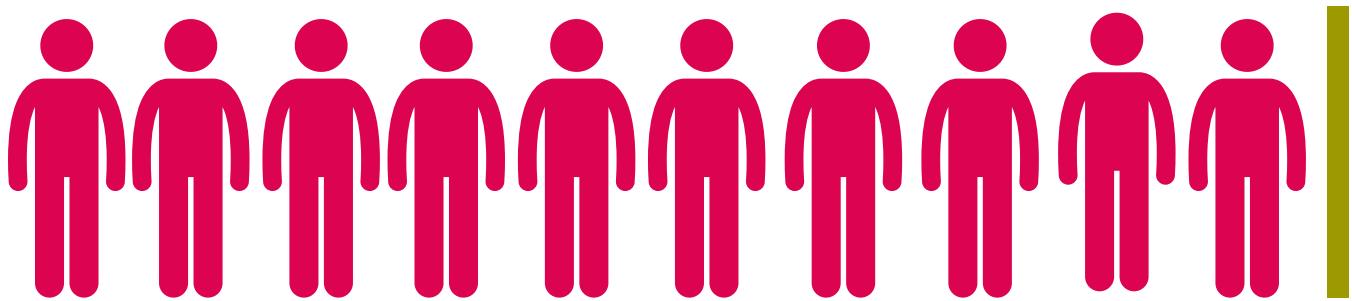
Scan the QR code to go to the Complaints Policy.



Nearly 10 in 10 (99.9%) properties had an electrical check. We do the electrical checks every 5 years. Our target is **10 in 10 (100%)**, so we need to improve in this area.



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

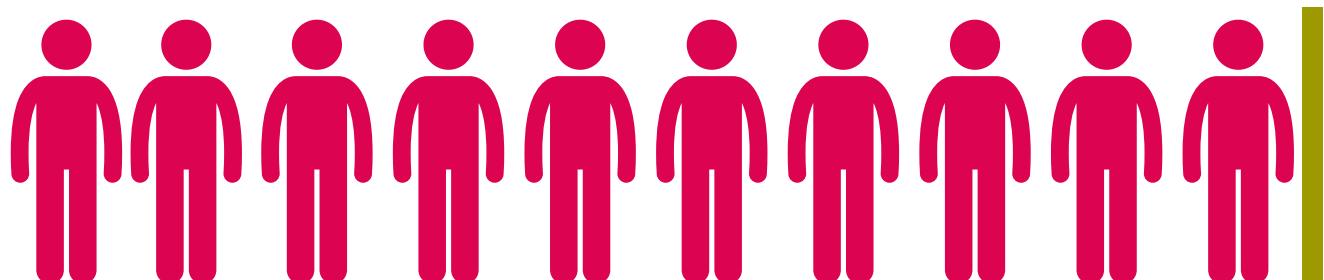




Nearly 10 in 10 (99.9%)
properties were issued a gas safety certificate. Our target is **10 in 10 (100%)**, so we need to improve in this area.



10 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 met our target so far this year.





Nearly 10 in 10 (98.8%) repairs were completed on the first visit. We did better than our target of **over 9 (95%) in 10**, which is great!



Impact and growth

A total of 74 people have moved into new homes between April 2025 and June 2025.



Our target is to provide homes for **250** people by the end of March 2026, so we are on track to meet our target.



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.

Future ready



Nearly 2 in 10 (17.8%) staff left Golden Lane Housing. This is a little **below our target of just over **2 in 10 (18%) staff**. This means we are doing better than our target.**

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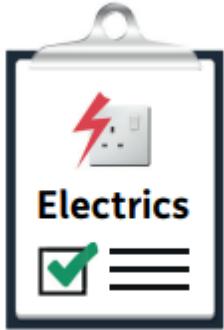
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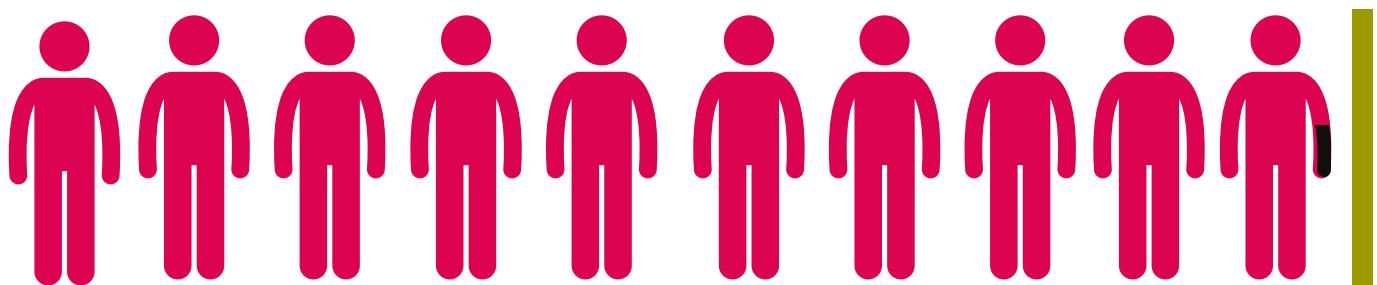


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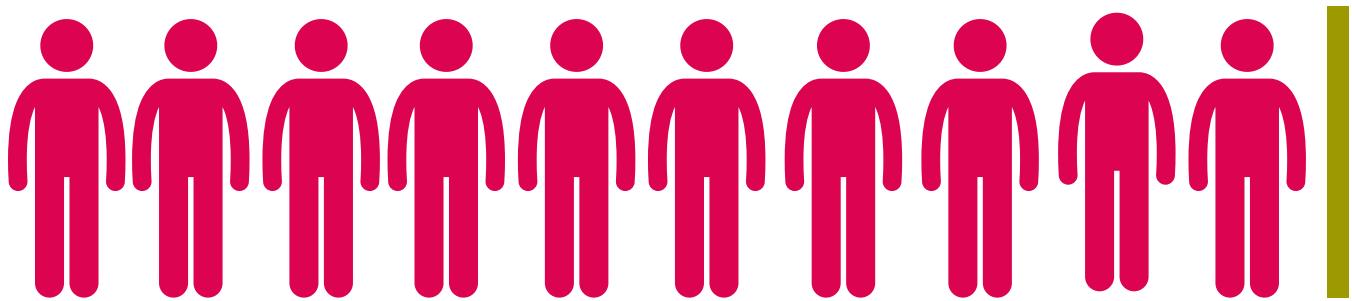
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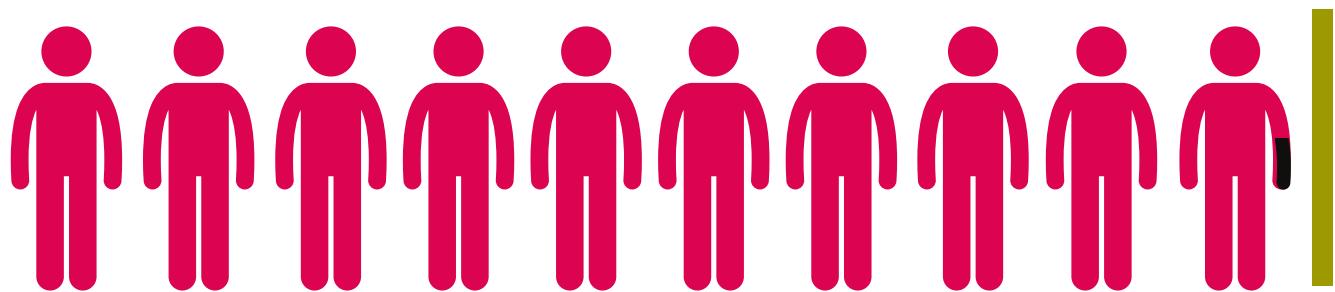


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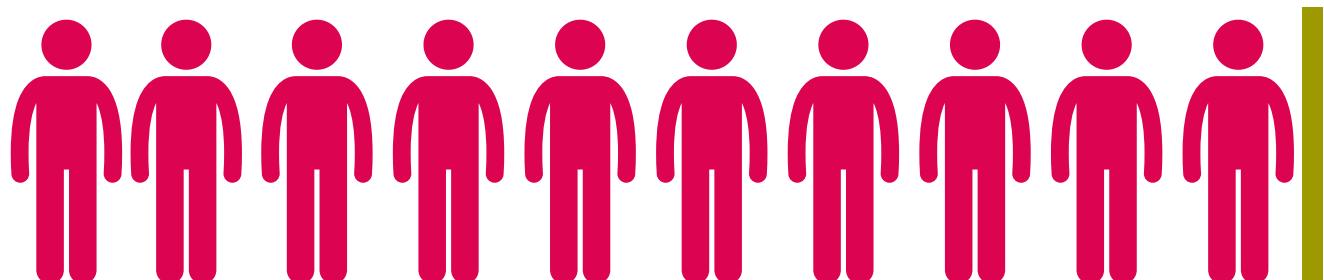




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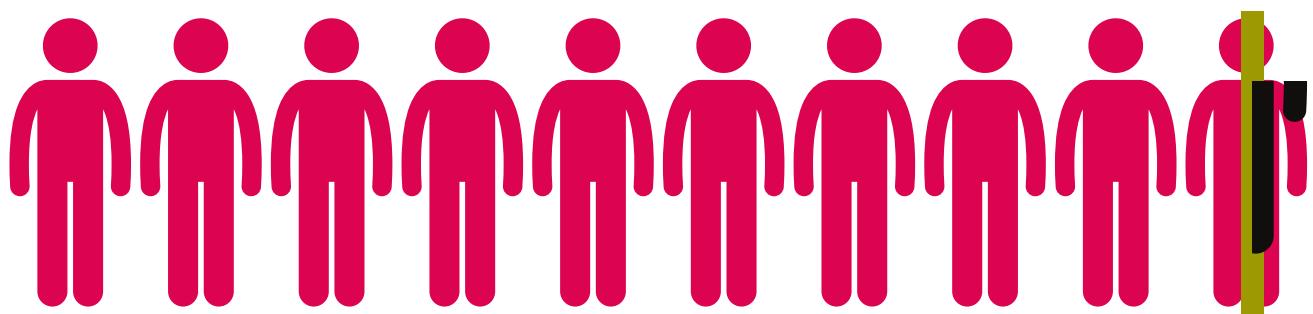


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