

# How we are doing

## October 2025-

## December 2025



This is 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 blue line will show you what our target is.



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

# Quality tenant experience



We have received **69 stage 1 complaints** and **2 stage 2 complaints** between April 2025 and December 2025

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

- 1. Poor/wrong information
- 2. Heating and hot water issues
- 3. Broken appliances in homes

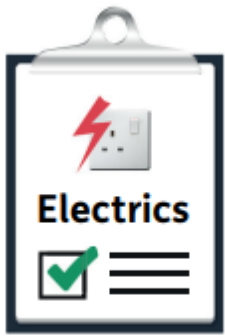


Through complaints tenants told us that they were most unhappy with slow timescales and quality of service.



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

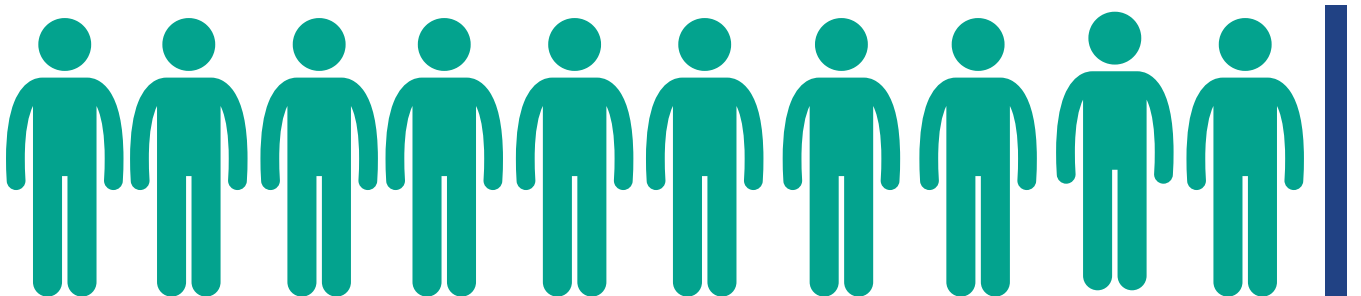
Scan the QR code to go to the **Complaints Policy**.



**Nearly 10 in 10 (99.8%)** 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.

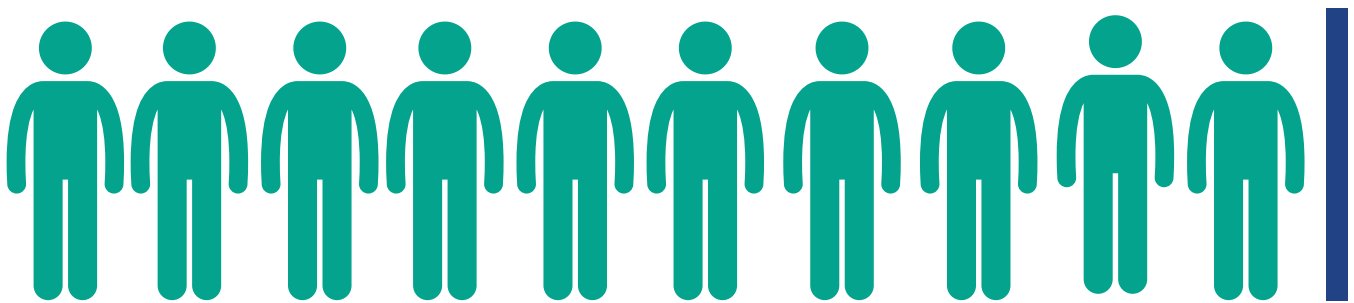


**10 in 10 (100%)** properties had their fire alarms and smoke detectors tested. Our target is **10 in 10 (100%)** so we have met our target.





**10 in 10 (100%)** properties were issued a gas safety certificate. Our target is **10 in 10 (100%)**, so we have met our target.



**10 in 10 (100%)** of our properties had an asbestos survey. This means that properties were checked for materials containing asbestos. We wanted **10 in 10 (100%)** of our properties to have a survey, so we have met our target so far this year.





**Nearly 10 in 10 (96.7%)** repairs were completed on the first visit. Our target is nearly **10 in 10 (95%)** so we are doing better than our target which is great.



# Impact and growth

**A total of 163 people** have moved into new homes between April 2025 and December 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 **£3.88** because some of our homes are empty. Our target is **£4.50**. This means we are doing better than our target.



For every £100 of rent we could collect, we didn't collect **£6.70**. Our target is **£7.00**. This means we are doing better than our target.

## Future ready



**More than 1 in 10 (13.9%)** staff left Golden Lane Housing. This is a little **below** our target of nearly **2 in 10 (18%) staff**. This means we are doing better than our target.

