

How we are doing

April 2025 - March 2026



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 **88 stage 1 complaints** and **2 stage 2 complaints** between April 2025 and March 2026.



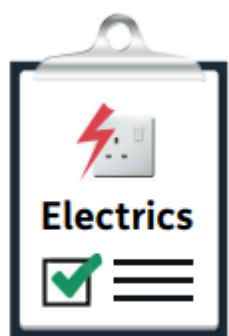
The top themes of complaints between **April 2025** and **March 2026** were:

- Poor communication
- No call back or attendance
- Poor quality repairs and return visits

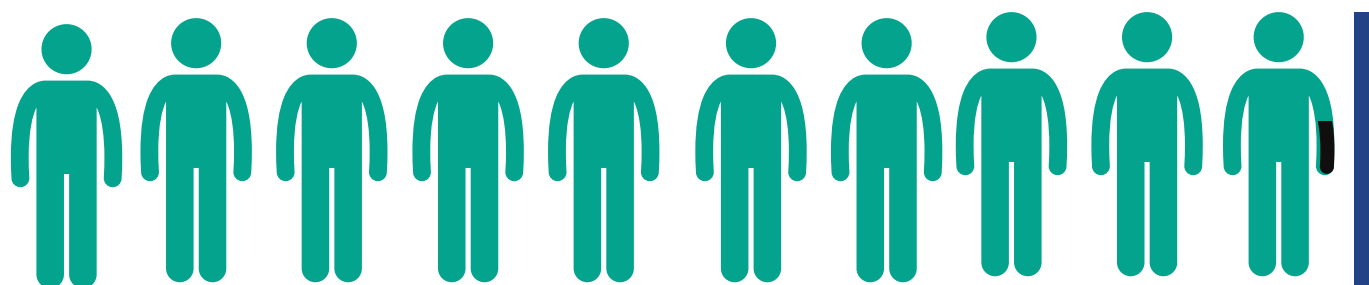


You can find out more about how Golden Lane Housing deals with complaints, and what each stage of a complaint means in our Complaints Policy.

Scan the QR code to go to the [Complaints Policy](#).



Nearly 10 in 10 (99.9%) 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 this for next year (2026/27)

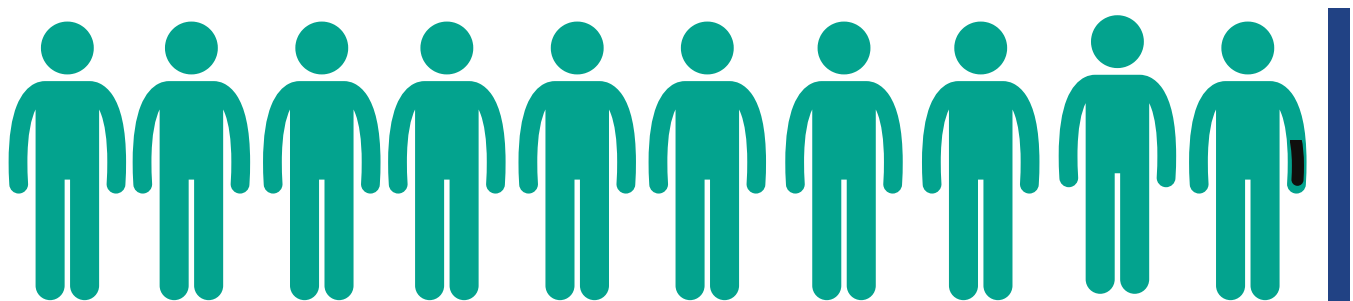


10 in 10 (100%) properties had their fire alarms and smoke detectors tested. Our target is **10 in 10 (100%)** so we have met our target for the 2025/26 year which is great.



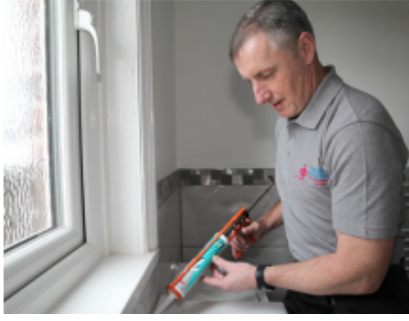


Nearly 10 in 10 (99.9%) properties were issued a gas safety certificate. Our target is **10 in 10 (100%)**, so we almost met our target for the 2025/26 year. We will try to improve this next year.



7 in 10 (70%) 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 not met our target for the 2025/26 year.





Nearly 10 in 10 (95.6%) repairs were completed on the first visit. Our target is nearly **10 in 10 (95%)** so we have done better than our 2025/26 year target which is great.



Impact and growth

A total of 224 people have moved into new homes between April 2025 and March 2026.



Our target is to provide homes for **250**, so we haven't met our target for 2025/26. We will be working to improve this for the year 2026/27

Future ready

For every £100 of rent we could receive we don't collect **£4.20** because some of our homes are empty. Our target is **£4.50**. This means we have done better than our target.



For every £100 of rent we could collect, we didn't collect **£7.50**. Our target is **£7.00**. This means we have not met our target for the 2025/26 year, and we will work to improve this for 2026/27.





More than 1 in 10 (15.5%) staff left Golden Lane Housing. This is a little **below** our target of nearly **2 in 10 (18%) staff**. This means we have done better than our target for the 2025/26 year.

