

HOW ARE WE DOING?

Housing Service performance from April 2018 to March 2019

Each shape indicates how we are performing against our targets



Above, or on target



Close to target



Below target

65% of tenants are satisfied with their neighbourhood as a place to live



96% of repairs are completed right first time



81% of tenants are satisfied with the service we provide



99.19% of our repairs appointments are kept by our contractors

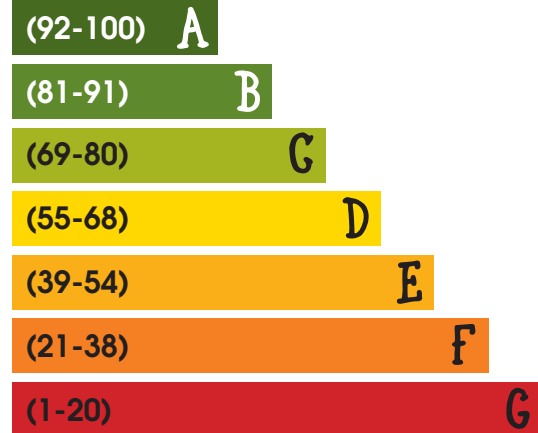


98% of tenants are satisfied with our repairs service



Average energy efficiency rating of our homes

Very energy efficient – lower running costs



96.30% of rent owed has been collected



15 is the average number of days it takes us to relet an empty property



2% of our homeless application decisions were overturned on review



Not energy efficient – higher running costs

85% of households who asked for help were prevented from becoming homeless



99% of Norwich City Council homes meet the Norwich Standard



98% of our tenants are satisfied with the quality of repairs



461 new kitchens and 481 new bathrooms have been fitted in the last 12 months.

Visit www.norwich.gov.uk/housingperformance for more information or call us on 0344 980 3333



NORWICH City Council