

HOW ARE WE DOING?

Housing Service performance from April 2019 to June 2019

Each shape indicates how we are performing against our targets



Above, or on target



Close to target



Below target

64% of tenants are satisfied with their neighbourhood as a place to live



95% of repairs are completed right first time



80% of tenants are satisfied with the service we provide



97.99% of our repairs appointments are kept by our contractors



96% of tenants are satisfied with our repairs service



Average energy efficiency rating of our homes

Very energy efficient – lower running costs

(92-100) A

(81-91) B

(69-80) C

(55-68) D

(39-54) E

(21-38) F

(1-20) G

71

Not energy efficient – higher running costs

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



0% of our homeless application decisions were overturned on review



90% of households who asked for help were prevented from becoming homeless



Out of the planned upgrades to complete by the end of March 2019, we have so far achieved:

26% of kitchen upgrades

22% of bathroom upgrades

31% of heating system upgrades

17% of electrical system upgrades

4% of front and back door upgrades



96% of our tenants are satisfied with the quality of repairs



Visit www.norwich.gov.uk/housingperformance for more information or call us on 0344 980 33 33