HOW ARE WE DOING?

Housing Service performance from April 2019 to June 2019

Each shape indicates how we are performing against our taraets







Above, or on target

Close to target

Below target

64%

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



right first time



of tenants are satisfied with the



service we provide



of tenants are satisfied with our repairs service



94.93%

of rent owed has been collected



7.0

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



96%

of our tenants are satisfied with the quality of repairs



95% of repairs are completed



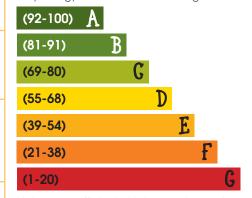
97.99%

of our repairs appointments are kept by our contractors



Average energy efficiency rating of our homes

Very energy efficient – lower running costs



71

Not energy efficient – higher running costs

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

26% of kitchen upgrades









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





