## HOW ARE WEDOING?

Housing Service performance from April 2019 to September 2019

Each shape indicates how we are performing against our targets







Above, or on target

r 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

Contractor repair appointment



71

80%

of tenants are satisfied with the service we provide



96%

of tenants are satisfied with our repairs service



94.87%

of rent owed has been collected (including previous years arrears)



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



87%

of households who asked for help were prevented from becoming homeless



97%

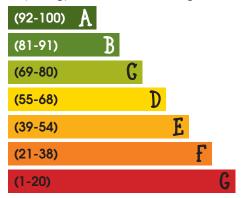
of our tenants are satisfied with the quality of repairs



Average energy efficiency rating of our homes

Very energy efficient – lower running costs

data unavailable



Not energy efficient – higher running costs

Out of the planned upgrades to complete by the end of March 2020, we have so far achieved:

34% of kitchen upgrades

37% of bathroom upgrades

58% of heating system upgrades

3% of electrical system upgrades

32% of front and back door upgrades

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



Tenant approved

