

HOW ARE WE DOING?

Housing Service performance from April 2019 to September 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



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



96% of repairs are completed right first time



Contractor repair appointment data unavailable

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

Not energy efficient – higher running costs

71

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

39% 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