

HOW ARE WE DOING?



Housing service performance from April 2019 to December 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		95%	of repairs are completed right first time	
80%	of tenants are satisfied with the service we provide		Contractor repair appointment data unavailable		
97%	of tenants are satisfied with our repairs service		Average energy efficiency rating of our homes		
96.58%	of rent owed has been collected		Very energy efficient – lower running costs		
19	is the average number of days it takes us to relet an empty property				
6%	of our homeless application decisions were overturned on review		Not energy efficient – higher running costs		
88%	of households who asked for help were prevented from becoming homeless		Out of the planned upgrades to complete by the end of March 2020, we have so far achieved:		
97%	of our tenants are satisfied with the quality of repairs		64% of kitchen upgrades		
			67% of bathroom upgrades		
			77% of heating system upgrades		
			53% of electrical system upgrades		
			40% of front and back door upgrades		

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



NORWICH City Council