## HOW ARE VE DOING?

Housing service performance from April 2019 to December 2019

Each shape indicates how we are performing against our targets







Above, or on Close to target target

**Below** target

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



95%

of repairs are completed right first time

Contractor repair appointment



of tenants are satisfied with the service we provide



97%

of tenants are satisfied with our repairs service



96.58%

of rent owed has been collected



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



88%

of households who asked for help were prevented from becoming homeless



97%

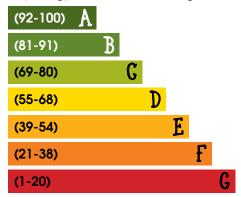
of our tenants are satisfied with the quality of repairs



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Average energy efficiency rating of our homes

Very energy efficient – lower running costs



Not energy efficient – higher running costs

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

64% of kitchen upgrades







40% of front and back door upgrades

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





