

How are we doing in the Sheltered Housing Service?

Schemes



There are **26** sheltered housing schemes with a total of **966** properties.

22 sheltered schemes have had their warden call equipment upgraded

Homes



We have completed **100%** of Health & Safety checks in our communal areas

Void properties available to let, have reduced to **18** this quarter.

Services



98.0% of your alarm calls were answered within one minute.

100% of Daily Calls have been completed this year

100% of complaints were answered within 10 working days

Rent



Arrears in the Sheltered Areas are **£24,590.06** at the end of June 2011

We have **12** tenants who owe more than 7 weeks rent to us

Performance

April to June 2011



Your Homes
Newcastle

Do you want to know more?



0191 278 8736