

Monthly Performance Report

August 2022




Target
100%

The amount of actual rent and service charges received vs. what was owed.

| Aug 2022 | Jul 2022 | Jun 2022 | May 2022 |
|----------|----------|----------|----------|
| 98.40% | 98.46% | 99.22% | 96.97% |

● Performance has decreased from last month, but is within the expected range, closely tracking with last year.



Number of Fire Risk Assessments Outstanding

19 properties were overdue as at 31st August. Actions are being undertaken & it is expected to reduce significantly.

Overall customer satisfaction (transactional)

Target
84%



| Aug 2022 | Jul 2022 | Jun 2022 | May 2022 |
|----------|----------|----------|----------|
| 83.4% | 83.2% | 82.9% | 82.3% |

● Satisfaction increase slightly on last month. Performance remains amber and within the target threshold.

Customer satisfaction with responsive repairs (transactional)

Target
84%



| Aug 2022 | Jul 2022 | Jun 2022 | May 2022 |
|----------|----------|----------|----------|
| 85.8% | 85.3% | 84.9% | 85.0% |

● Satisfaction has increased on last month and is above target for the year.



Target
100%

Gas Safety Compliance

| Aug 2022 | Jul 2022 | Jun 2022 | May 2022 |
|----------|----------|----------|----------|
| 99.67% | 99.56% | 99.69% | 99.59% |

● There were 70 properties requiring a Landlord Gas Safety Record. This is just outside our risk tolerance of 99.5%



Completed Homes

Target 1,500

As at 31st August 322 homes completed