

Monthly Performance Report

April 2022



Target
100%

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

Apr 2022	Mar 2022	Feb 2022	Jan 2022
87.53%	99.56%	99.23%	98.88%

● Performance has decreased from last month, but is where we would expect to see it closely tracking with last year.

Number of Fire Risk Assessments Outstanding

111 properties were overdue as at 30th April. FRA's were carried out on approx.50 properties by 18th May.

Overall customer satisfaction (transactional)

Target
84%

Apr 2022	Mar 2022	Feb 2022	Jan 2022
82.3%	83.1%	83.1%	82.9%

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

Customer satisfaction with responsive repairs (transactional)

Target
84%



Apr 2022	Mar 2022	Feb 2022	Jan 2022
84.5%	83.5%	83.5%	83.4%

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

Target
100%

Gas Safety Compliance

Apr 2022	Mar 2022	Feb 2022	Jan 2022
99.59%	99.59%	99.52%	99.44%

● There were 88 properties requiring a Landlord Gas Safety Record. This is within our risk tolerance of 99.5%

Completed Homes
Target 1,500

As at 30th April 18 homes completed