

# Monthly Performance Report

## August 2021



**Target**  
**99.50%**

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

Aug 2021	Jul 2021	Jun 2021	May 2021
98.77%	98.95%	99.84%	95.56%

● Performance has demonstrated a decrease when compared to last month. It is anticipated that year end performance will achieve target.

**Number of Fire Risk Assessments Outstanding**

We have carried out Fire Risk Assessments on all eligible properties, ensuring the continued safety of our customers.

Overall customer satisfaction (transactional)

**Target**  
**84%**



Aug 2021	Jul 2021	Jun 2021	May 2021
83.1%	83.4%	83.6%	83.9%

● Satisfaction has seen a slight decrease on last month. Performance has remained amber and within the target threshold.

Customer satisfaction with responsive repairs (transactional)

**Target**  
**84%**



Aug 2021	Jul 2021	Jun 2021	May 2021
84.6%	87.3%	84.6%	84.7%

● Satisfaction has decreased over the last month. However, performance has remained above target.

**Target**  
**100%**

Gas Safety Compliance

Aug 2021	Jul 2021	Jun 2021	May 2021
99.81%	99.77%	99.84%	99.91%

● There were 39 properties requiring a Landlord Gas Safety Record. This is within our risk tolerance of above 99.5%

**Completed Homes**  
**Target 1,100**

As at 31st August 379 homes completed