Monthly Performance Report

November 2022





Number of Fire Risk **Assessments Outstanding**

O properties were overdue as at 30th November.

Overall customer satisfaction (transactional)

Oct

2022

83.2%

Target



Aug

2022

83.4%

Oct Sep Aug

98.68% 98.34% 98.41% 98.40%

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

20221

83.5%

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

83.1%

Customer satisfaction with responsive repairs (transactional)

Target 84%



Nov i Oct Sep Aug 2022 i 2022 2022 2022 85.7% 85.5% 85.8% 85.8%



Satisfaction has slightly decreased on last month and is above target for the year.



Target 100%

Gas Safety Compliance



As at 30th November 538 homes

completed

Nov Oct Aug Sep 2022 2022 | 2022

99.65% 99.60% 99.39% 99.67%



There were 76 properties requiring a Landlord Gas Safety Record. This is within our risk tolerance of 99.5%