

Monthly Performance Report

June 2023



Target
99.5%

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

Jun 2023	May 2023	Apr 2023	Mar 2023
97.97%	96.62%	100.23%	98.51%

Performance has increased from last month and is within the expected range for the year.

Number of Fire Risk Assessments Outstanding

0 properties were overdue as at 30th June.

Overall customer satisfaction (transactional)

Target
84%



Jun 2023	May 2023	Apr 2023	Mar 2023
81.8%	81.7%	81.9%	83.6%

Satisfaction increased slightly from last month, and marginally below target.

Customer satisfaction with responsive repairs (transactional)

Target
85%



Jun 2023	May 2023	Apr 2023	Mar 2023
83.0%	83.0%	81.7%	84.4%

Satisfaction has remained the same as last month and is just below target for the year.

Target
100%

Gas Safety Compliance

Jun 2023	May 2023	Apr 2023	Mar 2023
99.79%	99.83%	99.82%	99.87%

There were 47 properties requiring a Landlord Gas Safety Record.

Completed Homes
Target 1,100

As at 30th June 221 homes completed