

# Monthly Performance Report

## October 2023



Customer satisfaction with responsive repairs (transactional)

**Target**  
**85%**



Oct 2023	Sept 2023	Aug 2023	July 2023
83.0%	83.3%	83.7%	83.1%



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

Overall customer satisfaction (transactional)

**Target**  
**84%**



Oct 2023	Sept 2023	Aug 2023	July 2023
82.4%	82.5%	82.4%	81.6%



Oct 2023	Sept 2023	Aug 2023	July 2023
99.8%	99.9%	99.9%	99.9%

There were 36 properties requiring a Landlord Gas Safety Record. This is within our risk tolerance of 99.5%

Performance has not changed from last month, and remains in the amber threshold

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