

# Monthly Performance Report

## January 2024




**Target**  
**99.5%**

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



**Number of Fire Risk Assessments Outstanding**

2 properties were overdue as at 31<sup>st</sup> January.

Customer satisfaction with responsive repairs (transactional)

**Target**  
**85%**



| Jan 2024 | Dec 2023 | Nov 2023 | Oct 2023 |
|----------|----------|----------|----------|
| 83.2%    | 83.1%    | 83.1%    | 83.1%    |

Satisfaction has increased slightly since last month and remains amber




**Target**  
**100%**

Gas Safety Compliance

Overall customer satisfaction (transactional)

**Target**  
**84%**



| Jan 2024 | Dec 2023 | Nov 2023 | Oct 2023 |
|----------|----------|----------|----------|
| 83.0%    | 82.7%    | 82.6%    | 82.4%    |

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

| Jan 2024 | Dec 2023 | Nov 2023 | Oct 2023 |
|----------|----------|----------|----------|
| 98.8%    | 98.7%    | 99.4%    | 98.3%    |

Performance has increased slightly from last month and moved into the amber target threshold



**Completed Homes**

**Target 1,100**

As at 31<sup>st</sup> January 798 homes completed

| Jan 2024 | Dec 2023 | Nov 2023 | Oct 2023 |
|----------|----------|----------|----------|
| 99.8%    | 99.8%    | 99.8%    | 99.8%    |

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