

Monthly Performance Report

September 2021



Sep 2021	Aug 2021	Jul 2021	Jun 2021
99.13%	98.77%	98.95%	99.84%

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



Overall customer satisfaction (transactional)

Target
84%



Sep 2021	Aug 2021	Jul 2021	Jun 2021
83.0%	83.1%	83.4%	83.6%

● 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%



Sep 2021	Aug 2021	Jul 2021	Jun 2021
84.4%	84.6%	87.3%	84.6%

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



Sep 2021	Aug 2021	Jul 2021	Jun 2021
99.69%	99.81%	99.77%	99.84%

● There were 65 properties requiring a Landlord Gas Safety Record. This is within our risk tolerance of above 99.5%

