Monthly Performance Report
December 2023

STONEWATER

Target 99.5%

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

Dec 2023	Nov 2023	Oct 2023	Sept 2023
98.7%	99.4%	98.3%	98.3%

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

Number of Fire Risk Assessments Outstanding

2 properties were overdue as at 31st December.

Overall customer satisfaction (transactional)

Target 84%

Dec 2023	Nov 2023	Oct 2023	Sept 2023
82.7%	82.6%	82.4%	82.5%

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

Customer satisfaction with responsive repairs (transactional)

Target 85%

Dec 2023	Nov 2023	Oct 2023	Sept 2023
83.1%	83.1%	83.1%	83.3%

Satisfaction has not changed since last month and remains amber

Completed Homes

Target 1,100

As at 31st December 648 homes completed

Target 100%

Gas Safety Compliance

Dec 2023	Nov 2023	Oct 2023	Sept 2023
99.8%	99.8%	99.8%	99.9%

There were 40 properties requiring a Landlord Gas Safety Record. This is within our risk tolerance of 99.5%