

Monthly Performance Report

May 2023



Target
99.5%

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

May 2023	Apr 2023	Mar 2023	Feb 2023
96.62%	100.23%	98.51%	98.88%

Performance has decreased from last month, but is within the expected range for the year.

Number of Fire Risk Assessments Outstanding

5 properties were overdue as at 31st May.

Overall customer satisfaction (transactional)

Target
84%

May 2023	Apr 2023	Mar 2023	Feb 2023
81.7%	81.9%	83.6%	83.7%

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

Customer satisfaction with responsive repairs (transactional)

Target
85%



May 2023	Apr 2023	Mar 2023	Feb 2023
83.0%	81.7%	84.4%	85.7%

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

Target
100%

Gas Safety Compliance

May 2023	Apr 2023	Mar 2023	Feb 2023
99.83%	99.82%	99.87%	99.87%

There were 37 properties requiring a Landlord Gas Safety Record. This is within our risk tolerance of 99.5%

Completed Homes
Target 1,100

As at 31st May 134 homes completed