

# Monthly Performance Report

## December 2021



Customer satisfaction with responsive repairs (transactional)

**Target**  
**84%**



Dec 2021	Nov 2021	Oct 2021	Sep 2021
83.4%	83.9%	84.0%	84.4%

Satisfaction has decreased over the last month. However, performance remains steady and marginally below target.



Overall customer satisfaction (transactional)

**Target**  
**84%**



Dec 2021	Nov 2021	Oct 2021	Sep 2021
82.9%	83.0%	83.0%	83.0%

Satisfaction has marginally decreased from last month. Performance has remained amber and within the target threshold.

Dec 2021	Nov 2021	Oct 2021	Sep 2021
97.92%	99.02%	98.83%	99.13%

Performance has decreased from last month, but is in line with performance last year. It is anticipated that year end performance will achieve target.



Dec 2021	Nov 2021	Oct 2021	Sep 2021
99.50%	99.54%	99.69%	99.69%

There were 98 properties requiring a Landlord Gas Safety Record. This is within our risk tolerance of 99.5%