

# Monthly Performance Report

## July 2023



**Target**  
**99.5%**

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

**Number of Fire Risk Assessments Outstanding**

0 properties were overdue as at 30<sup>th</sup> July.

Customer satisfaction with responsive repairs (transactional)

**Target**  
**85%**



July 2023	June 2023	May 2023	Apr 2023
83.2%	83.0%	83.0%	81.7%

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

**Target**  
**100%**

Gas Safety Compliance

Overall customer satisfaction (transactional)

**Target**  
**84%**



July 2023	June 2023	May 2023	Apr 2023
81.6%	81.8%	81.7%	81.9%

Performance has increased from last month, but is within the expected range, closely tracking with last year.

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

**Completed Homes**

**Target 1,100**

As at 30<sup>th</sup> July 280 homes completed

July 2023	June 2023	May 2023	Apr 2023
99.85%	99.79%	99.83%	99.82%

There were 34 properties requiring a Landlord Gas Safety Record. This is within our risk tolerance of 99.5%