

# Monthly Performance Report

## August 2023



**Target**  
**99.5%**

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

Aug 2023	July 2023	June 2023	May 2023
99.61%	98.34%	97.97%	96.62%

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

**Number of Fire Risk Assessments Outstanding**

5 properties were overdue as at 31<sup>st</sup> August.

Overall customer satisfaction (transactional)

**Target**  
**84%**

Aug 2023	July 2023	June 2023	May 2023
82.4%	81.6%	81.8%	81.7%

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

Customer satisfaction with responsive repairs (transactional)

**Target**  
**85%**

Aug 2023	July 2023	June 2023	May 2023
83.7%	83.2%	83.0%	83.0%

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

**Target**  
**100%**

Gas Safety Compliance

Aug 2023	July 2023	June 2023	May 2023
99.87%	99.85%	99.79%	99.83%

There were 29 properties requiring a Landlord Gas Safety Record. This is within our risk tolerance of 99.5%

Completed Homes

**Target 1,100**

As at 31<sup>st</sup> August 308 homes completed