

Quarterly Performance Report

July 2021



Customer satisfaction with responsive repairs (transactional)

Target
84%



Jul 2021	Jun 2021	May 2021	Apr 2021
87.3%	84.6%	84.7%	86.5%



Overall customer satisfaction (transactional)

Target
84%



Satisfaction has increased over the last month. Performance has remained above target.

Jul 2021	Jun 2021	May 2021	Apr 2021
98.95%	99.84%	95.56%	90.12%

Jul 2021	Jun 2021	May 2021	Apr 2021
83.4%	83.6%	83.9%	84.7%

Jul 2021	Jun 2021	May 2021	Apr 2021
99.77%	99.84%	99.91%	99.90%



Performance has demonstrated a decrease when compared to last month. It is anticipated that year end performance will achieve target.



Satisfaction has seen a slight decrease on last month. Performance has remained within the target threshold.



There were 48 properties requiring a Landlord Gas Safety Record. This is within our risk tolerance of above 99.5%