

Quarterly Performance Report

May 2021

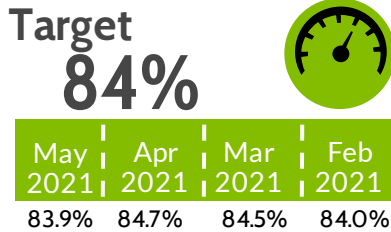


May 2021	Apr 2021	May 2021	Feb 2021
95.56%	90.12%	99.50%	98.35%

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



Overall customer satisfaction (transactional)



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

Customer satisfaction with responsive repairs (transactional)

Target
84%



May 2021	Apr 2021	Mar 2021	Feb 2021
84.7%	86.5%	82.6%	81.7%

Satisfaction has slightly decreased over the last month. Performance has remained above target.



May 2021	Apr 2021	Mar 2021	Feb 2021
99.91%	99.90%	99.86%	99.84%

There were 19 properties requiring a Landlord Gas Safety Record. This is within our risk tolerance of above 99.5%

