

Monthly Performance Report

September 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 30th September.

Customer satisfaction with responsive repairs (transactional)

Target
85%



Target
100%

Gas Safety Compliance

Sept 2023	Aug 2023	July 2023	June 2023
83.3%	83.7%	83.1%	83.0%

Satisfaction has decreased on last month and is below target for the year.

Overall customer satisfaction (transactional)

Target
84%



Sept 2023	Aug 2023	July 2023	June 2023
98.3%	99.6%	98.3%	97.97%

Performance has decreased from last month, and has moved into the amber threshold

Sept 2023	Aug 2023	July 2023	June 2023
82.5%	82.4%	81.6%	81.8%

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

Completed Homes
Target 1,100

As at 30th September 379 homes completed

Sept 2023	Aug 2023	July 2023	June 2023
99.9%	99.9%	99.9%	99.8%

There were 31 properties requiring a Landlord Gas Safety Record. This is within our risk tolerance of 99.5%