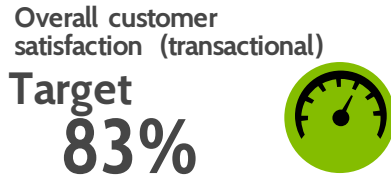


Quarterly Performance Report

For Quarter 3, (31.12.2020)



Mar 2021	Dec 2020	Sep 2020	Jun 2020
-	80.9%	81.2%	83.0%

There has been a marginal drop in satisfaction from the previous quarter. Contracts are being managed closely and themes of dissatisfaction addressed ensuring a collaborative approach with contractors.

Mar 2021	Dec 2020	Sep 2020	Jun 2020
-	98.42%	98.27%	95.20%

Mar 2021	Dec 2020	Sep 2020	Jun 2020
-	83.4%	83.0%	86.8%

Mar 2021	Dec 2020	Sep 2020	Jun 2019
-	99.97%	99.94%	99.40%



Performance has demonstrated an improvement when compared to Q2 20/21. It is anticipated that year end performance will achieve target.

Satisfaction has seen a marginal increase on the last quarter. Performance remains within target.

There were 6 properties requiring a Landlord Gas Safety Record. This is within our risk tolerance of above 99.5%