## **Monthly Performance Report** May 2024





Mar

2024 2024M 2024

99.2%

Apr

97.0% 90.8%



**Assessments Outstanding** 

2 properties were overdue as at 31st May.

Overall customer satisfaction (transactional)

**Target** 84%



Mar Feb May 2024 2024 2024 88.2% 86.9% 83.5% 83.2%

Performance has increased from last month but remains in the Red threshold

Feb

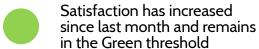
99.4%

Satisfaction has increased since last month and remains in the Green threshold

**Customer satisfaction** with responsive repairs (transactional)

**Target** 85%

Mar Feb May Apr 2024 2024 2024 2024 89.2% 88.3% 83.5% 83.1%



**Target** 100%

**Gas Safety Compliance** 







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