

Monthly Performance Report


May 2024




Target
99.5%

The amount of actual rent and service charges received vs. what was owed.

May 2024	Apr 2024	Mar 2024	Feb 2024
97.0%	90.8%	99.2%	99.4%

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



Number of Fire Risk Assessments Outstanding

2 properties were overdue as at 31st May.

Overall customer satisfaction (transactional)

Target
84%



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

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

Customer satisfaction with responsive repairs (transactional)

Target
85%



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


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



Target
100%

Gas Safety Compliance

May 2024	Apr 2024	Mar 2024	Feb 2024
99.9%	99.8%	99.9%	99.8%

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



Completed Homes

Target 1000

As at 31st May 85 homes completed