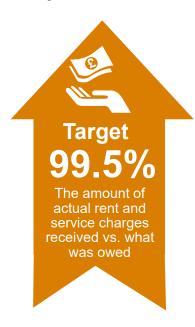
## Monthly performance report

July 2025







**Overall customer** satisfaction (transactional)

as at 31 July

**Target** 



Apr

2025

Target 1 000 168 homes completed as at 31 July **Customer satisfaction** with responsive repairs

Completed homes

**Target** 

Jun

2025

(transactional)



Apr

2025

**Target** 100% Gas safety compliance

Jul May Jun Apr 2025 98.8% 98.9% 93.9%

100.5%

2025

84.5%

85.4% 85.5% 81.9%

Jul

2025

81.8%

2025 82.1%

May

82.3%

Jul Jun May 2025 2025 2025 99.9% 99.9% 99.8% 99.8%

Performance has decreased month on month. with an Amber RAG status and is below target



Jul

2025

84.1%

Satisfaction has decreased since last month, with an Amber RAG status and is below target

May

2025



Satisfaction has increased since last month with an Amber RAG rating and is below target



There were 23 properties with an outstanding Landlord Gas Safety Recorded as at 31 July. with an Amber RAG status and is below target

Apr

2025