Monthly performance report

June 2025







Overall customer satisfaction (transactional) **Target**



Mar

2025

126 homes completed as at 30 June **Customer satisfaction** with responsive repairs (transactional)

Completed homes

Target 1 000

Target 85%



Mar

2025

Target 100% Gas safety compliance

Jun May Mar Apr 2025 2025 98.9% 93.9% 100.5% 100.8%

84.5%

2025 85.4%

May

85.5%

85.7%

Jun May 2025 2025

81.8% 82.1%

2025 82.3%

Apr

84.4%

May Jun 2025 2025 99.9%

Apr 2025

Mar 2025

99.8%

99.8% 99.8%

Performance has increased month on month, with an Amber RAG status and is below target



2025

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

Apr

2025



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



There were 24 properties with an outstanding Landlord Gas Safety Recorded as at 30 June. with an Amber RAG status and is below target