

# Monthly Performance Report

## June 2024



**Target**  
**99.5%**

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

June 2024	May 2024	Apr 2024	Mar 2024
98.4%	97.0%	90.8%	99.2%

Performance has increased from last month and moved into the Amber threshold

**Number of Fire Risk Assessments Outstanding**

5 properties were overdue as at 30<sup>th</sup> June.

Overall customer satisfaction (transactional)

**Target**  
**84%**



June 2024	May 2024	Apr 2024	Mar 2024
87.9%	88.2%	86.9%	83.5%

Satisfaction has decreased since last month but remains in the Green threshold

Customer satisfaction with responsive repairs (transactional)

**Target**  
**85%**



June 2024	May 2024	Apr 2024	Mar 2024
88.8%	89.2%	88.3%	83.5%

Satisfaction has decreased since last month but remains in the Green threshold

**Target**  
**100%**

Gas Safety Compliance

June 2024	May 2024	Apr 2024	Mar 2024
99.9%	99.9%	99.8%	99.9%

There were 32 properties with an outstanding Landlord Gas Safety Record as at 30<sup>th</sup> June

Completed Homes

**Target 1000**

As at 30<sup>th</sup> June 239 homes completed