

Monthly Performance Report

January 2023



Jan 2023	Dec 2022	Nov 2022	Oct 2022
98.41%	97.77%	98.68%	98.34%

Performance has increased from last month, but is within the expected range, closely tracking with last year.



Overall customer satisfaction (transactional)



Jan 2023	Dec 2022	Nov 2022	Oct 2022
83.7%	83.4%	83.5%	83.2%

Satisfaction increased slightly on last month. Performance remains amber and within the target threshold.

Customer satisfaction with responsive repairs (transactional)



Jan 2023	Dec 2022	Nov 2022	Oct 2022
85.0%	85.4%	85.5%	85.7%

Satisfaction has slightly decreased on last month and is above target for the year.



Jan 2023	Dec 2022	Nov 2022	Oct 2022
99.75%	99.73%	99.65%	99.60%

There were 55 properties requiring a Landlord Gas Safety Record. This is within our risk tolerance of 99.5%

