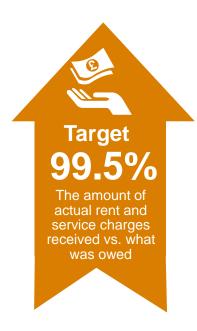
Monthly performance report

October 2024







Overall customer satisfaction (transactional)

Target

Sep

2024

87.3%



Jul

2024

87.7%

at 31 October **Customer satisfaction** with responsive repairs (transactional)

Completed homes

Target 1 000

482 homes completed as

Target

Sep

2024

87.9%



Jul

2024

88.1%

Target 100% Gas safety compliance

Sep Jul Oct Aug 2024 2024

98.5% 98.5% 98.6% 100.3%

Performance has increased month on month with a Green status and above target



Oct

2024

86.4%

Satisfaction has decreased since last month but remains Green and above target

Aug

2024

87.5%



Oct

2024

86.1%

Satisfaction has decreased since last month but remains Green and above target

Aug

2024

88.0%

Sep Jul Oct Aug 2024 2024 2024 2024 99.9% 99.9% 99.9% 99.8%

There were 17 properties with an outstanding Landlord Gas Safety Record as at 31 October. with a Green RAG status

and below target