Monthly performance report

July 2024







Overall customer satisfaction (transactional)

Target



Completed homes Target 1 000 277 homes completed as at 31st July

Customer satisfaction with responsive repairs (transactional)

Target



Apr

2024



July June May Apr 2024 2024

98.4% 97.0% 90.8% 98.6%

June Apr 2024 2024 2024 2024

87.7%

87.9%

88.2%

86.9%

July June 2024 2024

88.8%

2024 89.2%

May

88.3%

June July 2024 2024 99.8%

2024

May Apr 2024

99.9% 99.9% 99.8%

Performance has increased from last month but remains Amber and below target



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



88.1%

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



There were 37 properties with an outstanding Landlord Gas Safety Record as at 31st July. Moving into Amber and remaining below target