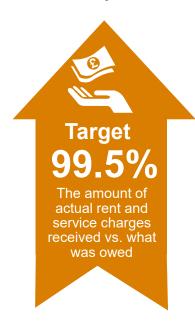
Monthly performance report

February 2025







Number of Fire Risk Assessments outstanding

29 properties were overdue as at 28 February

Overall customer satisfaction (transactional)

Target



Completed homes Target **1**000 882 homes completed as at 28 February

Customer satisfaction with responsive repairs (transactional)

Target



Nov

2024



Feb	Jan	Dec	Nov
2025	2025	2024	2024
99.7%	99.2%	99.3%	99.2%

99.2%

Feb 2025

Dec Nov 2024 2024

85.9% 85.9% 85.7% 85.8%

Feb Jan Dec 2025 2025 2024

84.5% 84.8% 85.2% 85.4%

Feb	Jan	Dec	Nov
2025	2025	2024	2024
99.8%	99.9%	99.9%	

Performance has increased month on month remaining Green and is above target



Satisfaction has decreased since last month, with a Green RAG status and is above target



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



There were 40 properties with an outstanding Landlord Gas Safety Recorded as at 28 February, with an Amber RAG status and below target