

# Monthly Performance Report

## March 2024



Customer satisfaction with responsive repairs (transactional)

**Target**  
**85%**



Mar 2024	Feb 2024	Jan 2024	Dec 2023
83.5%	83.2%	83.3%	83.1%

Satisfaction has increased slightly since last month but remains amber

Overall customer satisfaction (transactional)

**Target**  
**84%**



Mar 2024	Feb 2024	Jan 2024	Dec 2023
99.2%	99.4%	98.8%	98.7%

Performance has decreased from last month but remains above target

Mar 2024	Feb 2024	Jan 2024	Dec 2023
83.5%	83.2%	83.0%	82.7%

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



Mar 2024	Feb 2024	Jan 2024	Dec 2023
99.8%	99.9%	99.8%	99.8%

There were 41 properties requiring a Landlord Gas Safety Record. This is within our risk tolerance of 99.5%