

Monthly Performance Report

April 2024



Target
99.5%

The amount of actual rent and service charges received vs. what was owed.

Apr 2024	Mar 2024	Feb 2024	Jan 2024
90.8%	99.2%	99.4%	98.8%

Performance has decreased from last month and moved to the Red threshold

Number of Fire Risk Assessments Outstanding

4 properties were overdue as at 30th April.

Overall customer satisfaction (transactional)

Target
84%

Apr 2024	Mar 2024	Feb 2024	Jan 2024
86.9%	83.5%	83.2%	83.0%

Satisfaction has increased since last month and moves into the Green threshold

Customer satisfaction with responsive repairs (transactional)

Target
85%

Apr 2024	Mar 2024	Feb 2024	Jan 2024
88.3%	83.5%	83.1%	83.2%

Satisfaction has increased since last month and moves into the Green threshold

Target
100%

Gas Safety Compliance

Apr 2024	Mar 2024	Feb 2024	Jan 2024
99.8%	99.8%	99.9%	99.8%

There were 40 properties requiring a Landlord Gas Safety Record. This is within our risk tolerance of 99.5%

Completed Homes

Target 1000

As at 30th April 35 homes completed