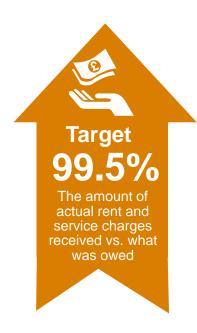
Monthly performance report

November 2024







Number of Fire Risk Assessments outstanding

12 properties were overdue as at 30 November

Overall customer satisfaction (transactional)

Target



Aug



Customer satisfaction with responsive repairs (transactional)

Target



Aug

2024



Nov Oct Sep Aug 2024 99.2%

100.3% 98.5% 98.5%

Oct Sep 2024 2024 2024 85.9% 86.4%

87.3%

2024 87.5%

Oct Nov 2024 2024

2024 85.4% 86.1%

87.9% 88.0%

Sep

Sep Nov Oct 2024 2024

99.9% 99.9%

2024 2024 99.9% 99.9%

Aug

Performance has decreased month on month remaining Green and above target



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



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



There were 21 properties with an outstanding Landlord Gas Safety Recorded as at 30 November, with a Green RAG status and below target