## **Quarterly Performance Report**

For Quarter 2, (30.09.2020)







Number of Fire Risk Assessments Outstanding

We have carried out Fire Risk Assessments on all eligible properties, ensuring the continued safety of our customers.

Overall customer satisfaction (transactional)

Target **83%** 



Mar | Dec | Sep | Jun 2021 | 2020 | 2020 | 2020

98.27% 95.20%

Mar | Dec | Sep | Jun 2021 | 2020 | 2020 | 2020

- 83.00% 86.8%

Performance has demonstrated an improvement when compared to both Q1 20/21 and the same quarter last year. It is anticipated that

achieve target.

year end performance will



Satisfaction has seen a marginal decrease on the last quarter. However performance remains within target.

Customer satisfaction with responsive repairs (transactional)

Target 83%

Mar | Dec | Sep | Jun 2021 | 2020 | 2020 | 2020

- 81.20% 83.00%



There has been a marginal drop in satisfaction from the previous quarter. Contracts are being managed closely and themes of dissatisfaction addressed ensuring a collaborative approach with contractors.

Target

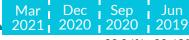
100%

Gas Safety Compliance

Completed Homes

Target 679

As at 30 Sept 217 homes completed



- 99.94% 99.40%



There were 13 properties requiring a Landlord Gas Safety Record. Current performance is within our risk tolerance of above 99.5%