

# Quarterly Performance Report

## For Quarter 2, (30.09.2020)



Customer satisfaction with responsive repairs (transactional)

**Target**  
**83%**



Mar 2021	Dec 2020	Sep 2020	Jun 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.

Overall customer satisfaction (transactional)

**Target**  
**83%**



Mar 2021	Dec 2020	Sep 2020	Jun 2020
-	-	83.00%	86.8%

Mar 2021	Dec 2020	Sep 2020	Jun 2019
-	-	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%



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



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