

# Quarterly Performance Report

## For Quarter 4 (up to 31 March 2020)



**Target**  
**99.20%**

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

**Number of Fire Risk Assessments Outstanding**

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

Customer satisfaction with responsive repairs

**Target**

**95.00%**



**Target**  
**100%**

**Gas Safety Compliance**

Mar 2020	Dec 2019	Sep 2019	Jun 2019
91.43%	91.42%	90.90%	91.12%



Repairs for Q4 have seen an improvement from the previous quarter. A new data collection method will move us towards more immediate resolution and sustainable service going forward into 20/21

Overall customer satisfaction

**Target**

**83.00%**



Mar 2020	Dec 2019	Sep 2019	Jun 2019
77.93%	77.68%	77.53%	78.52%

**Completed Homes**  
**Target 703**

As at 31 March 654 homes were completed. 49 homes delayed due to social distancing implemented nationally in March

Mar 2020	Dec 2019	Sep 2019	Jun 2019
99.99%	99.99%	99.99%	99.99%



There were 2 properties requiring a landlord Gas Safety Record due to no access issues and Covid-19 isolating. Access was rearranged and both services were fully completed.

Mar 2020	Dec 2019	Sep 2019	Jun 2019
98.98%	98.91%	98.81%	98.33%



Total rent and service charge received as a % of total rent and service charge due performance was 98.98% at end of quarter 4. Performance has continued to improve quarter on quarter



Satisfaction has seen an improvement on the last quarter. Changes to the way we capture customer satisfaction are being implemented in Q1, to increase insight enabling quick and responsive resolutions.