

Monthly Performance Report

January 2022



Customer satisfaction with responsive repairs (transactional)

Target
84%



Jan 2022	Dec 2021	Nov 2021	Oct 2021
83.4%	83.4%	83.9%	84.0%

Satisfaction has remained the same as last month and marginally below target.



Overall customer satisfaction (transactional)

Target
84%



Jan 2022	Dec 2021	Nov 2021	Oct 2021
82.9%	82.9%	83.0%	83.0%

Satisfaction has remained the same as last month. And continues to be amber and within the target threshold.

Jan 2022	Dec 2021	Nov 2021	Oct 2021
98.88%	97.92%	99.02%	98.83%

Performance has increased from last month and trending higher than last year. It is anticipated that year end performance will achieve target.



Jan 2022	Dec 2021	Nov 2021	Oct 2021
99.44%	99.50%	99.54%	99.69%

There were 119 properties requiring a Landlord Gas Safety Record. This is marginally outside our risk tolerance of 99.5%