

Monthly Performance Report

March 2022



Mar 2022	Feb 2022	Jan 2022	Dec 2021
99.56%	99.23%	98.88%	97.92%

● Performance has increased from last month and exceeded target for the year end.



Overall customer satisfaction (transactional)



Mar 2022	Feb 2022	Jan 2022	Dec 2021
83.1%	83.1%	82.9%	82.9%

● Satisfaction remained at 83.1% for the year and marginally below target. Performance remains amber and within the target threshold.

Customer satisfaction with responsive repairs (transactional)



Mar 2022	Feb 2022	Jan 2022	Dec 2021
83.4%	83.5%	83.4%	83.4%

● Satisfaction has slightly decreased on last month and is marginally below target for the year.



Mar 2022	Feb 2022	Jan 2022	Dec 2021
99.59%	99.52%	99.44%	99.50%

● There were 87 properties requiring a Landlord Gas Safety Record. This is within our risk tolerance of 99.5%

