

Monthly Performance Report

May 2022



Target
100%

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

May 2022	Apr 2022	Mar 2022	Feb 2022
96.97%	87.53%	99.56%	99.23%

● Performance has increased from last month, and is within the expected range, closely tracking with last year.

Number of Fire Risk Assessments Outstanding

189 properties were overdue as at 31st May. Actions are being undertaken & is expected to reduce significantly.

Overall customer satisfaction (transactional)

Target
84%

May 2022	Apr 2022	Mar 2022	Feb 2022
83.2%	82.3%	83.1%	83.1%

● Satisfaction increased on last month. Performance remains amber and within the target threshold.

Customer satisfaction with responsive repairs (transactional)

Target
84%



May 2022	Apr 2022	Mar 2022	Feb 2022
85.0%	84.5%	83.5%	83.5%

● Satisfaction has continued to increase on previous months and is above target for the year.

Target
100%

Gas Safety Compliance

May 2022	Apr 2022	Mar 2022	Feb 2022
99.59%	99.59%	99.59%	99.52%

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

Completed Homes
Target 1,500

As at 31st May 82 homes completed