

Monthly Performance Report

June 2022

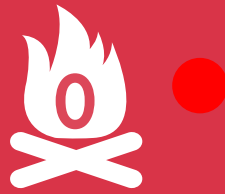



Target
100%

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

Jun 2022	May 2022	Apr 2022	Mar 2022
99.22%	96.97%	87.53%	99.56%

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



Number of Fire Risk Assessments Outstanding

20 properties were overdue as at 30th June. Actions are being undertaken & is expected to reduce significantly.

Overall customer satisfaction (transactional)

Target
84%



Jun 2022	May 2022	Apr 2022	Mar 2022
82.9%	83.2%	82.3%	83.1%

Satisfaction decrease slightly on last month. Performance remains amber and within the target threshold.

Customer satisfaction with responsive repairs (transactional)

Target
84%



Jun 2022	May 2022	Apr 2022	Mar 2022
84.9%	85.0%	84.5%	83.5%

Satisfaction has remained steady month on month and is above target for the year.



Target
100%

Gas Safety Compliance

Jun 2022	May 2022	Apr 2022	Mar 2022
99.69%	99.59%	99.59%	99.59%

There were 67 properties requiring a Landlord Gas Safety Record. This is within our risk tolerance of 99.5%



Completed Homes
Target 1,500

As at 30th June 196 homes completed