Monthly performance report

April 2025







1 property was overdue as at 30 April

Overall customer satisfaction (transactional)

Target 86%



Target 1 000
8 homes completed as at 30 April

Customer satisfaction with responsive repairs (transactional)

Completed homes

Target 85%



Jan

2025

Target 100% Gas safety compliance

Apr | Mar | Feb | Jan 2025 | 2025 | 2025 | 2025

100.5% 100.8% 99.7% 99.2%

Apr | Mar | Feb | Jan 2025 | 2025 | 2025 | 2025

85.5%

85.7% 85.7%

7% 85.8%

Apr | Mar | Feb 2025 | 2025 | 2025

82.3% 84.4% 84.5% 84.8%

Apr 2025 Mar Feb 2025 2025 2025 2025 2025

Performance has decreased month on month remaining Green and is above target



Satisfaction has decreased since last month, with an Amber RAG status and is below target



Satisfaction has decreased since last month with an Amber RAG rating and is below target



There were 41 properties with an outstanding Landlord Gas Safety Recorded as at 30 April, with an Amber RAG status and is below target