

Quarterly Performance Report

For Quarter 1, (30.06.2019)



Target
99.20%

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

Mar 2020	Dec 2019	Sep 2019	Jun 2019
-	-	-	98.33%



Whilst the end of quarter figure is below the target set for the year performance in the quarter has seen an upward trend fluctuating between 98% and 132.58%

Number of Fire Risk Assessments Outstanding

We have carried out Fire Risk Assessments on all eligible properties, ensuring the continued safety of our customers.

Overall customer satisfaction

Target
83.00%

Mar 2020	Dec 2019	Sep 2019	Jun 2019
-	-	-	78.52%



Satisfaction has seen a marginal decrease on the last quarter. Staff training and 'business benchmarking' survey results will be used to give insight into improving customer experience.

Customer satisfaction with responsive repairs

Target
95.00%



Mar 2020	Dec 2019	Sep 2019	Jun 2019
-	-	-	91.12%



There has been a marginal drop in satisfaction from the previous quarter, but an improvement in comparison to the same period last year

Completed Homes

Target 800

Up to 30 June 2019 there have been 64 completions

Target
100%

Gas Safety Compliance

Mar 2020	Dec 2019	Sep 2019	Jun 2019
-	-	-	99.99%



There was one property requiring a Landlord Gas Safety Record due to no access issues. Contact has now been made and access rearranged. The service was duly completed.