

Monthly Performance Report

July 2022



Target
100%

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

Jul 2022	Jun 2022	May 2022	Apr 2022
98.46%	99.22%	96.97%	87.53%

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

Number of Fire Risk Assessments Outstanding

25 properties were overdue as at 31st July. Actions are being undertaken & it is expected to reduce significantly.

Overall customer satisfaction (transactional)

Target
84%

Jul 2022	Jun 2022	May 2022	Apr 2022
83.2%	82.9%	83.2%	82.3%

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

Customer satisfaction with responsive repairs (transactional)

Target
84%



Jul 2022	Jun 2022	May 2022	Apr 2022
85.3%	84.9%	85.0%	84.5%

Satisfaction has increased on last month and is above target for the year.

Target
100%

Gas Safety Compliance

Jul 2022	Jun 2022	May 2022	Apr 2022
99.56%	99.69%	99.59%	99.59%

There were 102 properties requiring a Landlord Gas Safety Record. This is within our risk tolerance of 99.5%

Completed Homes
Target 1,500

As at 31st July 273 homes completed