

Monthly Performance Report

September 2022



Target
100%

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

Sep 2022	Aug 2022	Jul 2022	Jun 2022
98.41%	98.40%	98.46%	99.22%

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

Number of Fire Risk Assessments Outstanding

0 properties were overdue as at 30th September.

Overall customer satisfaction (transactional)

Target
84%



Sep 2022	Aug 2022	Jul 2022	Jun 2022
83.1%	83.4%	83.2%	82.9%

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

Customer satisfaction with responsive repairs (transactional)

Target
84%



Sep 2022	Aug 2022	Jul 2022	Jun 2022
85.8%	85.8%	85.3%	84.9%

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

Target
100%

Gas Safety Compliance

Sep 2022	Aug 2022	Jul 2022	Jun 2022
99.39%	99.67%	99.56%	99.69%

There were 131 properties requiring a Landlord Gas Safety Record.

Completed Homes
Target 1,500

As at 30th September 384 homes completed