

Monthly Performance Report

October 2022



Customer satisfaction with responsive repairs (transactional)

Target
84%



| Oct 2022 | Sep 2022 | Aug 2022 | Jul 2022 |
|----------|----------|----------|----------|
| 85.7% | 85.8% | 85.8% | 85.3% |

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



Overall customer satisfaction (transactional)

Target
84%



| Oct 2022 | Sep 2022 | Aug 2022 | Jul 2022 |
|----------|----------|----------|----------|
| 98.34% | 98.41% | 98.40% | 98.46% |

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

| Oct 2022 | Sep 2022 | Aug 2022 | Jul 2022 |
|----------|----------|----------|----------|
| 83.2% | 83.1% | 83.4% | 83.2% |

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



| Oct 2022 | Sep 2022 | Aug 2022 | Jul 2022 |
|----------|----------|----------|----------|
| 99.60% | 99.39% | 99.67% | 99.56% |

There were 86 properties requiring a Landlord Gas Safety Record. This is within our risk tolerance of 99.5%