

Quarterly Performance Report

February 2021



Target
98.61%

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

Number of Fire Risk Assessments Outstanding

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

Customer satisfaction with responsive repairs (transactional)

Target
83%



Target
100%

Gas Safety Compliance

Feb 2021	Jan 2021	Dec 2020	Nov 2020
81.7%	81.1%	80.9%	81.2%

Overall customer satisfaction (transactional)

Target
83%



There has been an increase in satisfaction from the previous month. Contracts are being managed closely and themes of dissatisfaction addressed ensuring a collaborative approach with contractors.

Feb 2021	Jan 2021	Dec 2020	Nov 2020
98.35%	98.17%	98.42%	98.29%

Feb 2021	Jan 2021	Dec 2020	Nov 2020
84.0%	83.8%	83.4%	84.6%

Feb 2021	Jan 2021	Dec 2020	Nov 2020
99.84%	99.95%	99.97%	99.94%



Performance has demonstrated an improvement when compared to last month. It is anticipated that year end performance will achieve target.



Satisfaction has seen an increase on last month. Performance has remained above target.

Completed Homes
Target 679

As at 28th February 492 homes completed



There were 6 properties requiring a Landlord Gas Safety Record. This is within our risk tolerance of above 99.5%