

Monthly Performance Report

November 2021



Target
99.50%

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
84%



Nov 2021	Oct 2021	Sep 2021	Aug 2021
83.9%	84.0%	84.4%	84.6%

Satisfaction has decreased over the last month. However, performance remains steady and marginally below target.

Target
100%

Gas Safety Compliance

Overall customer satisfaction (transactional)

Target
84%



Nov 2021	Oct 2021	Sep 2021	Aug 2021
83.0%	83.0%	83.0%	83.1%

Satisfaction has remained at 83% and amber. This is within the target threshold.

Nov 2021	Oct 2021	Sep 2021	Aug 2021
99.02%	98.83%	99.13%	98.77%

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

Completed Homes
Target 1,100

As at 30th November 511 homes completed

Nov 2021	Oct 2021	Sep 2021	Aug 2021
99.54%	99.69%	99.69%	99.81%

There were 96 properties requiring a Landlord Gas Safety Record. This is within our risk tolerance of above 99.5%