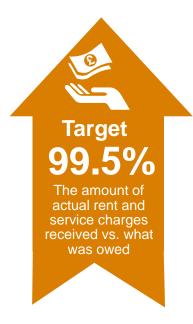
Monthly performance report

January 2025







Overall customer satisfaction (transactional)

Target



Target 1 000 813 homes completed as at 31 January **Customer satisfaction** with responsive repairs

Completed homes

Target

(transactional)



Target 100% Gas safety compliance

Jan Dec Nov Oct 2025 2024

99.3% 99.2% 100.3% 99.2%

2024

Dec

85.9%

85.9%

2024 86.4%

Oct

Dec Jan 2025 2024

85.2%

2024 85.4%

Nov

2024 86.1%

Oct

Jan Dec 2024 2025

Oct Nov 2024 2024

99.9% 99.9%

99.9% 99.9%



Performance has decreased month on month remaining Green and above target



Jan

2025

85.8%

Satisfaction has decreased since last month, with a Green RAG status and above target

Nov

2024



84.8%

Satisfaction has decreased since last month with an Amber RAG rating



There were 34 properties with an outstanding Landlord Gas Safety Recorded as at 31 January, with a Green RAG status and below target