Monthly Performance Report October 2023







as at 31st October.

Overall customer satisfaction (transactional)

Target

Oct



Julv

2023

81.6%

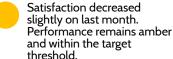
Aug 2023 2023

98.3% 99.6% 98.3%

> Performance has not changed from last month, and remains in the amber threshold

2023 2023 2023 82.5% 82.4% 82.4%

Sept



Aug

Customer satisfaction with responsive repairs (transactional)

Target 85%

Oct Sept Aug July 2023 2023 2023 2023 83.0% 83.3% 83.7% 83.1%

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



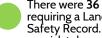
Target 100%

Gas Safety Compliance



completed





There were **36** properties requiring a Landlord Gas Safety Record. This is within our risk tolerance of 99.5%