

Quarterly Performance Report

For Quarter 2, (30.09.2018)



Mar 2019	Dec 2018	Sep 2018	Jun 2018
-	-	97.85%	97.38%



As with quarter 1 the timing of month end has had a marginally negative impact on the figure with £730k housing benefit and direct debits due over the weekend being received early the following week.



Overall customer satisfaction

Target
82.16%



Mar 2019	Dec 2018	Sep 2018	Jun 2018
-	-	78.66%	78.08%



Satisfaction within quarter 2 has continued to remain constant compared to previous quarters and year end. We are working on a robust action plan to increase customer satisfaction and achieve our target.

Customer satisfaction with responsive repairs

Target

91.00%



Mar 2018	Dec 2018	Sep 2018	Jun 2018
-	-	92.45%	90.99%



Satisfaction with repairs has improved from the previous quarter and has exceeded the target set for the year.



Mar 2018	Dec 2018	Sep 2018	Jun 2018
-	-	100%	99.99%



The gas team and the contractors have continued to work really hard to gain a full 100% compliance despite delays in obtaining Court dates for injunction notices