Monthly Performance Report January 2022







Number of Fire Risk Assessments Outstanding

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

Overall customer satisfaction (transactional)

Dec

82.9%

2021 2021

Target



Oct

2021

83.0%

Jan Dec Nov Oct 2022 | 2021 | 2021

98.88% 97.92% 99.02% 98.83%

Performance has increased from last month and trending higher than last year. It is anticipated that year end performance will achieve target.



2022 I

82.9%

Satisfaction has remained the same as last month. And continues to be amber and within the target threshold.

Nov

83.0%

Customer satisfaction with responsive repairs (transactional)

Target 84%



Jan Dec Nov 2022 2021 2021 2021 83.9% 83.4% 83.4% 84.0%



Satisfaction has remained the same as last month and marginally below target.



Target 100%

Gas Safety Compliance



completed

Dec Nov Oct 2021 2021 2021 99.69%

99.44% 99.50% 99.54%



There were 119 properties requiring a Landlord Gas Safety Record. This is marginally outside our risk tolerance of 99.5%