Monthly Performance Report January 2024







Overall customer satisfaction (transactional)

Target

2024

83.0%



Oct

2023

82.4%

Nov

2023

82.6%

Dec Oct 2023 2023

98.7% 99.4% 98.3%

> Performance has increased slighlty from last month and moved into the amber target threshold

Satisfaction increased slightly on last month. Performance remains amber and within the target threshold.

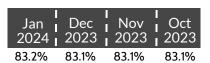
Dec

82.7%

2023

Customer satisfaction with responsive repairs (transactional)

Target 85%



Satisfaction has increased slightly since last month and remains amber





Target

100%

Gas Safety





There were 39 properties requiring a Landlord Gas Safety Record. This is within our risk tolerance of 99.5%