

Monthly Performance Report

March 2023



Mar 2023	Feb 2023	Jan 2023	Dec 2022
98.51%	98.88%	98.41%	97.77%

Performance has decreased from last month, but is within the expected range.



Overall customer satisfaction (transactional)

Target
84%



Mar 2023	Feb 2023	Jan 2023	Dec 2022
83.6%	83.7%	83.7%	83.4%

Satisfaction remained stable and amber. This is within the target threshold.

Customer satisfaction with responsive repairs (transactional)

Target
84%



Mar 2023	Feb 2023	Jan 2023	Dec 2022
84.4%	85.7%	85.0%	85.4%

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



Jan 2023	Feb 2023	Jan 2023	Dec 2022
99.87%	99.87%	99.75%	99.73%

There were 28 properties requiring a Landlord Gas Safety Record. This is within our risk tolerance of 99.5%

