## Monthly Performance Report March 2022







Number of Fire Risk Assessments Outstanding 21 properties were overdue

as at 31<sup>st</sup> March. FRA's have now been carried out and those properties were safe and compliant by 20<sup>th</sup> April.

Overall customer satisfaction (transactional)

Feb

2022

Target **84%** 

Mar

2022



Dec

2021

82.9%

Mar | Feb | Jan | Dec 2022 | 2022 | 2022 | 2021

99.56% 99.23% 98.88% 97.92%

Performance has increased from last month and exceeded target for the year end. 83.1% 83.1%

Satisfaction remained at 83.1% for the year and marginally below target. Performance remains amber and within the target threshold.

82.9%

Customer satisfaction with responsive repairs (transactional)

Target 84%



Mar | Feb | Jan | Dec 2022 | 2022 | 2022 | 2021 83.4% 83.5% 83.4% 83.4%



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



Target 100%

Gas Safety Compliance



Mar Feb Jan Dec 2022 2022 2022 2021

99.59% 99.52% 99.44% 99.50%



There were 87 properties requiring a Landlord Gas Safety Record. This is within our risk tolerance of 99.5%