Monthly Performance Report October 2022







O properties were overdue as at 31st October.

Overall customer satisfaction (transactional)

2022

83.1%

Target



Jul

2022

83.2%

Oct Sep Aug 2022 | 2022 | 2022

98.34% 98.41% 98.40% 98.46%

Performance has decreased from last month, but is within the expected range, closely tracking with last year.



Oct

20221

83.2%

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

Aug

83.4%

Customer satisfaction with responsive repairs (transactional)

Target 84%



Sep Aug Oct i 2022 | 2022 2022 2022 85.8% 85.8% 85.7% 85.3%



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



Target 100%

Gas Safety Compliance



As at 31st October 441 homes

completed

Sep Aug Jul Oct 2022 2022 2022 1 99.56%

99.60% 99.39% 99.67%

There were 86 properties requiring a Landlord Gas Safety Record. This is within our risk tolerance of 99.5%