

# Monthly Performance Report

## April 2023



Customer satisfaction with responsive repairs (transactional)

**Target**  
**85%**



Apr 2023	Mar 2023	Feb 2023	Jan 2023
81.7%	84.4%	85.7%	85.0%

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



Overall customer satisfaction (transactional)

**Target**  
**84%**



April 2023	Mar 2023	Feb 2023	Jan 2023
100.23%	98.51%	98.88%	98.41%

Performance has increased from last month, and is within the expected range.

Apr 2023	Mar 2023	Feb 2023	Jan 2023
81.9%	83.6%	83.7%	83.7%

Satisfaction decreased slightly from last month, but in the expected range.



Apr 2023	Mar 2023	Feb 2023	Jan 2023
99.82%	99.87%	99.87%	99.75%

There were 42 properties requiring a Landlord Gas Safety Record. This is within our risk tolerance of 99.5%