

Monthly Performance Report

February 2022



Target
99.50%

The amount of actual rent and service charges received vs. what was owed.

Number of Fire Risk Assessments Outstanding

We have carried out Fire Risk Assessments on all eligible properties, ensuring the continued safety of our customers.

Customer satisfaction with responsive repairs (transactional)

Target
84%



Feb 2022	Jan 2022	Dec 2021	Nov 2021
83.5%	83.4%	83.4%	83.9%

Satisfaction has increased on last month and is marginally below target.

Target
100%

Gas Safety Compliance

Overall customer satisfaction (transactional)

Target
84%



Feb 2022	Jan 2022	Dec 2021	Nov 2021
83.1%	82.9%	82.9%	83.0%

Satisfaction has increases on last month and is just below target. Performance remains amber and within the target threshold.

Feb 2022	Jan 2022	Dec 2021	Nov 2021
99.23%	98.88%	97.92%	99.02%

Performance has increased from last month and is marginally below target. The year end target remains achievable.

Completed Homes
Target 1,100

As at 28th February 708 homes completed

Feb 2022	Jan 2022	Dec 2021	Nov 2021
99.52%	99.44%	99.50%	99.54%

There were 102 properties requiring a Landlord Gas Safety Record. This is within our risk tolerance of 99.5%