Monthly Performance Report September 2022





Sep Aug Jul

2022 | 2022 | 2022

98.41% 98.40% 98.46%

tracking with last year.

Number of Fire Risk **Assessments Outstanding**

O properties were overdue as at 30th September.

Overall customer satisfaction (transactional)

Target



2022

Sep Aug 2022 2022 2022

83.1% 83.4% 83.2% 82.9%

Performance has increased from last month, but is within the expected range, closely

2022

99.22%

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

Customer satisfaction with responsive repairs (transactional)

Target 84%

Aug Sep Jun 2022 2022 2022 2022 85.8% 85.3% 85.8% 84.9%

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

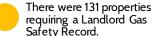
Target 100%

Gas Safety Compliance



Sep Aug Jul 2022 | 2022 2022 99.69%

99.39% 99.67% 99.56%



As at 30th September 384 homes completed

