## **Quarterly Performance Report**

For Quarter 3, (31.12.2018)







**Number of Fire Risk Assessments Outstanding** 

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

Overall customer satisfaction **Target** 



Mar | Dec | Sep | Jun 2019 2018 2018 2018

98.72% 97.85% 97.38%

Our performance has seen an improvement this quarter. The income team are using a new tool for managing their workload giving them greater flexibility providing them with more options to effectively manage each customer account

Mar • Dec • Sep • Jun 2019 2018 2018 2018

78.94% 78.66% 78.08%



We continues to see a slight improvement from the last quarter. We are seeking to improve our customer experience through communication, management of expectations, increased staff accountability and use of insight.

**Customer satisfaction** with responsive repairs

**Target** 

91.00%



**Target** 

100%

**Gas Safety** Compliance

Mar Dec Sep Jun 2018 2018 2018 2018

92.07% 92.45% 90.99%



Satisfaction although only very slightly lower than last quarter remains high and above target set for the year



Completed Homes

Target 646

Projecting 523 homes developed by 31.03.2019

Mar	Dec	Sep	Jun
2018	2018	2018	2018
-	100%	100%	99.00%



The gas team and the contractors have continued to work really hard to gain a full 100% compliance.