## **Monthly Performance Report** December 2021







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 (transactional)

**Target** 84%

Dec i Nov

82.9% 83.0%

2021 2021 2021



2021

83.0%

Oct Dec Nov 2021 2021 2021

97.92% 99.02% 98.83% 99.13%

> Performance has decreased from last month, but is in line with performance last year. It is anticipated that year end performance will achieve target.

Satisfaction has marginally decreased from last month. Performance has remained amber and within the target threshold.

Oct

83.0%

Customer satisfaction with responsive repairs (transactional)

**Target** 84%



Dec i Nov Sep Oct 2021 i 2021 2021 2021 83.9% 84.0% 83.4% 84.4%

Satisfaction has decreased over the last month. However, performance remains steady and marginally below target.



**Gas Safety Compliance** 



Oct Nov Sep Dec 2021 2021 2021 2021 99.69%

99.50% 99.54% 99.69%



There were 98 properties requiring a Landlord Gas Safety Record. This is within our risk tolerance of 99.5%