

Quarterly Performance Report

For Quarter 4, (31.03.2019)



Target
98.97%

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

Target
91.00%



Mar 2019	Dec 2018	Sep 2018	Jun 2018
91.59%	92.07%	92.45%	90.99%

Target
100%

Gas Safety Compliance



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

Overall customer satisfaction

Target
82.16%



Mar 2019	Dec 2018	Sep 2018	Jun 2018
79.05%	78.94%	78.66%	78.08%



We continue to see a marginal improvement on the last quarter. This is a reflection of sustained performance improvement during the latter part of the year.

Completed Homes

Target 646

548 homes completed due to late slippage of schemes into early 2019/20

Mar 2019	Dec 2018	Sep 2018	Jun 2018
100%	100%	100%	99.00%



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

Mar 2019	Dec 2018	Sep 2018	Jun 2018
99.23%	98.72%	97.85%	97.38%



Our performance has seen an improvement, exceeding all previous quarters. The income team are using a new tool for managing their workload giving them greater flexibility giving them more options to manage each customer account effectively.