## **Monthly Performance Report**

December 2022





Number of Fire Risk

O properties were overdue as at 31st December.

**Assessments Outstanding** 

Overall customer satisfaction (transactional)

Nov

2022

83.5%

**Target** 



83.1%

Dec Nov Oct 2022 | 2022 | 2022 2022

97.77% 98.68% 98.34% 98.41%

> Performance has decreased from last month, but is within the expected range, closely tracking with last year.

Dec

20221

83.4%

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

Oct

83.2%

2022 2022

Customer satisfaction with responsive repairs (transactional)

**Target** 84%



Dec Nov Oct 2022 2022 2022 2022 85.5% 85.4% 85.7% 85.8%



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



**Target** 100%

**Gas Safety Compliance** 



completed

Nov Oct Dec Sep 2022 | 2022 | 2022 |

99.73% 99.65% 99.60% 99.39%



There were 58 properties requiring a Landlord Gas Safety Record. This is within our risk tolerance of 99.5%