

Monthly Performance Report

December 2022



Dec 2022	Nov 2022	Oct 2022	Sep 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.



Overall customer satisfaction (transactional)

Target
84%



Dec 2022	Nov 2022	Oct 2022	Sep 2022
83.4%	83.5%	83.2%	83.1%

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

Customer satisfaction with responsive repairs (transactional)

Target
84%



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

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



Dec 2022	Nov 2022	Oct 2022	Sep 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%

