Monthly performance report

May 2025







Overall customer satisfaction (transactional)

Target



Feb

2025

Customer satisfaction with responsive repairs (transactional)

Completed homes

Target 1 000

60 homes completed as at

30 May

Target 85%

Apr



Feb

2025

Target 100% Gas safety compliance

Mar Feb May Apr 2025

100.5% 100.8% 99.7% 93.9%

2025

2025 85.5%

Apr

2025 85.7%

Mar

85.7%

2025 2025 82.1%

82.3%

Mar

2025

84.5% 84.4%

May Apr 2025

2025

Mar 2025

2025

Feb

99.8% 99.8%

99.8%

99.8%



Performance has decreased month on month. with a Red RAG status and is below target



Mav

2025

85.4%

Satisfaction has decreased since last month, with an Amber RAG status and is below target



May

Satisfaction has decreased since last month with an Amber RAG rating and is below target



There were 37 properties with an outstanding Landlord Gas Safety Recorded as at 30 May. with an Amber RAG status and is below target