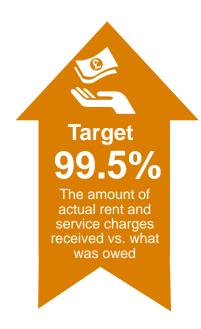
Monthly performance report

December 2024







Overall customer satisfaction (transactional)

Target **84%**



Completed homes

Target 1000

720 homes completed as at 31 December

Customer satisfaction with responsive repairs

(transactional)
Target

85%



Target 100% Gas safety compliance

Dec Nov Oct Sep 2024 2024 2024 2024

99.3% 99.2% 100.3% 98.5%

Dec | Nov | Oct | Sep 2024 | 2024 | 2024 | 2024

85.9% 85.9% 86.4% 87.3%

Dec | Nov | Oct | Sep 2024 | 2024 | 2024 | 2024 85.2% 85.4% 86.1% 87.9%

Performance has increased month on month remaining Green and above target



Satisfaction has remained the same since last month, with a Green RAG status and above target



Satisfaction has decreased since last month but remains Green and above target



There were 30 properties with an outstanding Landlord Gas Safety Recorded as at 31 December, with a Green RAG status and below target