

Quarterly Performance Report

April 2021



Target
99.50%

The amount of actual rent and service charges received vs. what was owed.

Apr 2021	Mar 2021	Feb 2021	Jan 2021
90.12%	99.50%	98.35%	98.17%

Performance has demonstrated a decline when compared to last month. It is anticipated that year end performance will achieve target.

Number of Fire Risk Assessments Outstanding

We have carried out Fire Risk Assessments on all eligible properties, ensuring the continued safety of our customers.

Overall customer satisfaction (transactional)

Target
84%

Apr 2021	Mar 2021	Feb 2021	Jan 2021
84.7%	84.5%	84.0%	83.8%

Satisfaction has seen an increase on last month. Performance has remained above target.

Customer satisfaction with responsive repairs (transactional)

Target
84%



Apr 2021	Mar 2021	Feb 2021	Jan 2021
86.5%	82.6%	81.7%	81.1%



Satisfaction has improved considerably over the last month, achieving 86.5%. Performance has exceeded target.

Target
100%

Gas Safety Compliance

Apr 2021	Mar 2021	Feb 2021	Jan 2021
99.90%	99.86%	99.84%	99.95%

There were 21 properties requiring a Landlord Gas Safety Record. This is within our risk tolerance of above 99.5%

Completed Homes
Target 1,100

As at 30th April 21 homes completed