## **Quarterly Performance Report April 2021**







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)

Mar

84.5%

2021 i

**Target** 84%



2021

83.8%

Apr Mar Feb 2021 2021 2021 **1** 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.



Apr

84.7%

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

Feb

2021

84.0%

Customer satisfaction with responsive repairs (transactional)

**Target** 84%



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



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

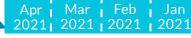


**Target** 100%

**Gas Safety Compliance** 



As at 30th April 21 homes completed



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%