Quarterly Performance Report July 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)

2021

83.6%

Target 84%

2021₁

83.4%



Apr

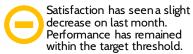
2021

84.7%

Mav Apr 2021 2021 2021

98.95% 99.84% 95.56% 90.12%

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



May

2021

83.9%

Customer satisfaction with responsive repairs (transactional)

Target 84%

Jul May Jun Apr 2021 i 2021 2021 2021 84.7% 87.3% 84.6% 86.5%

Satisfaction has increased over the last month. Performance has remained above target.

Target 100%

Gas Safety Compliance



May Apr 2021 2021 ı 2021

99.77% 99.84% 99.91% 99.90%



There were 48 properties requiring a Landlord Gas Safety Record. This is within our risk tolerance of above 99.5%