Quarterly Performance Report May 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)

Apr

2021

84.7%

Mar

2021

84.5%

Target **84%**

May

83.9%



Feb

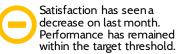
2021

84.0%

May | Apr | May | Feb 2021 | 2021 | 2021 | 2021

95.56% 90.12% 99.50% 98.35%

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



Customer satisfaction with responsive repairs (transactional)

Target 84%



May | Apr | Mar | Feb 2021 | 2021 | 2021 | 2021 84.7% 86.5% 82.6% 81.7%



Satisfaction has slightly decreased over the last month. Performance has remained above target.



Target **100%**

Gas Safety Compliance



completed

May | Apr | Mar | Feb 2021 | 2021 | 2021 | 2021

99.91% 99.90% 99.86% 99.84%



There were 19 properties requiring a Landlord Gas Safety Record. This is within our risk tolerance of above 99.5%