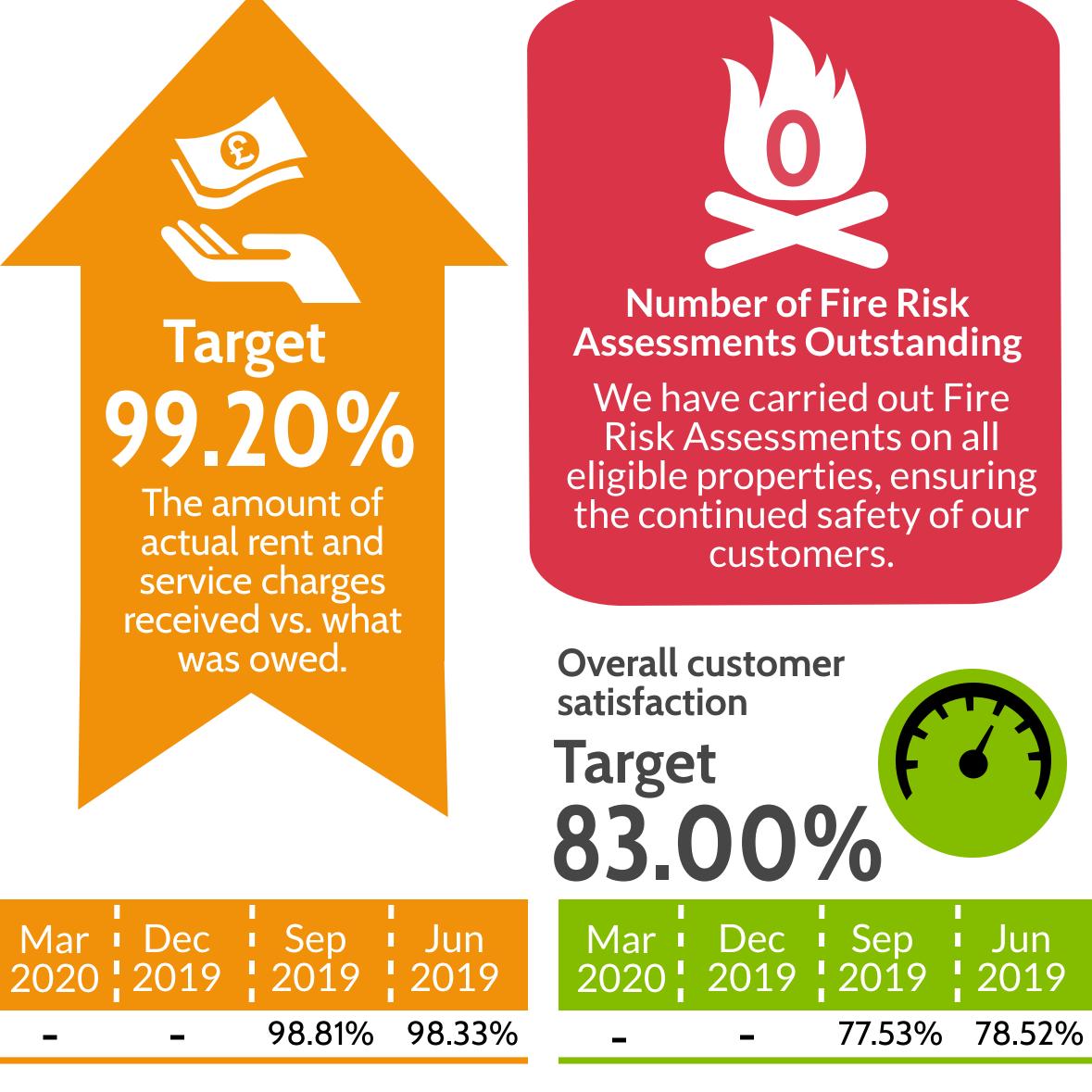
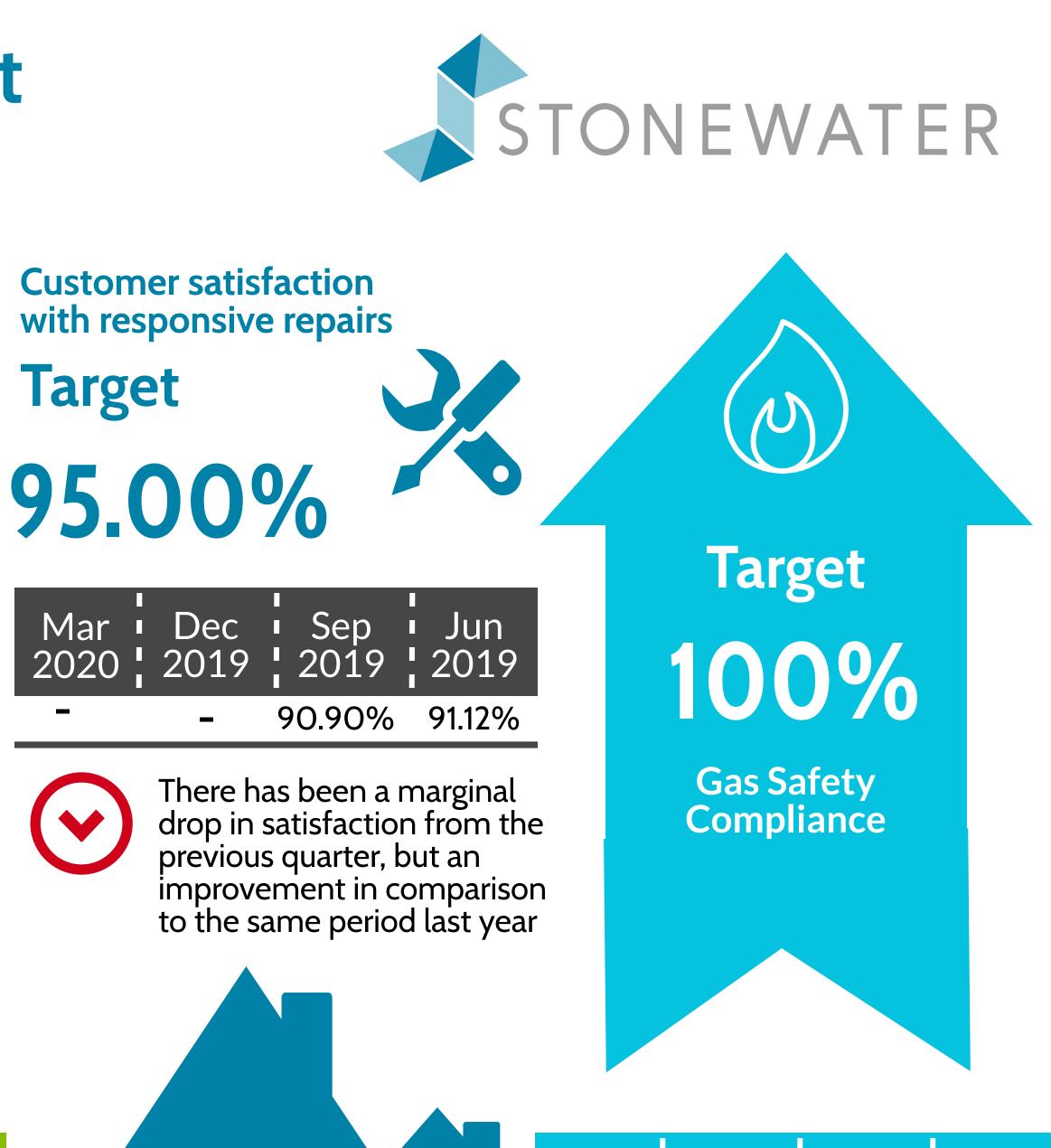
Quarterly Performance Report For Quarter 2, (30.09.2019)



Performance has demonstrated an improvement when compared to both Q1 19/20 and the same quarter last year. It is anticipated that year end performance will achieve target. Satisfaction has seen a marginal decrease on the last quarter. However performance improved during September to 81% following the implementation of robust contract management.



Completed Homes

Target 703 As at 30 Sept 268 homes completed

Mar Dec Sep Jun 2020 2019 2019 2019

99.99% 99.99%

There were 2 properties requiring a Landlord Gas Safety Record. The access date was amended by the resident but was completed 2 days later. The second property is empty due to a bereavement and will be undertaken at relet.