

Quarterly Performance Report


For Quarter 2, (30.09.2019)




Target
99.20%

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

Mar 2020	Dec 2019	Sep 2019	Jun 2019
-	-	98.81%	98.33%

 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.



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

Target
83.00%



Mar 2020	Dec 2019	Sep 2019	Jun 2019
-	-	77.53%	78.52%


 Satisfaction has seen a marginal decrease on the last quarter. However performance improved during September to 81% following the implementation of robust contract management.

Customer satisfaction with responsive repairs

Target
95.00%



Mar 2020	Dec 2019	Sep 2019	Jun 2019
-	-	90.90%	91.12%


 There has been a marginal drop in satisfaction from the previous quarter, but an improvement in comparison to the same period last year



Target
100%

Gas Safety Compliance

Mar 2020	Dec 2019	Sep 2019	Jun 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.



Completed Homes

Target 703

As at 30 Sept 268 homes completed