Quarterly Performance Report

For Quarter 3, (31.12.2020)







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)

Dec

2020

83.4%

Target

Mar



2020

86.8%

Mar i Dec Sep 12020 12020

98.42% 98.27% 95.20%

Performance has demonstrated an improvement when compared to Q2 20/21. It is anticipated that year end performance will achieve target.



Satisfaction has seen a marginal increase on the last quarter. Performance remains within target.

2020

83.0%

Customer satisfaction with responsive repairs (transactional)

Target 83%



Mar i Dec Sep 2020 2020 2020

80.9% 81.2% 83.0%



There has been a marginal drop in satisfaction from the previous quarter. Contracts are being managed closely and themes of dissatisfaction addressed ensuring a collaborative approach with contractors.



Target 100%

Gas Safety Compliance



Completed Homes

Target 679

As at 31st December 435 homes completed



99.94% 99.40%



There were 6 properties requiring a Landlord Gas Safety Record. This is within our risk tolerance of above 99.5%