

Quarterly Performance Report

For Quarter 3, (31.12.2019)




Target
99.20%

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

Mar 2020	Dec 2019	Sep 2019	Jun 2019
-	98.91%	98.81%	98.33%



Total rent and service charge received as a % of total rent and service charge due. Performance has continued to improve quarter on quarter



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
-	77.68%	77.53%	78.52%



Satisfaction has seen a slight improvement on the last quarter. Individual customer comments within the monthly survey have highlighted key drivers and given insight into improving customer experience

Customer satisfaction with responsive repairs

Target
95.00%



Mar 2020	Dec 2019	Sep 2019	Jun 2019
-	91.42%	90.90%	91.12%



There has been an improvement from the previous quarter. Contracts are being managed closely and themes of dissatisfaction addressed with each contractor



Completed Homes

Target 703

As at 31 December 461 homes were completed



Target
100%

Gas Safety Compliance

Mar 2020	Dec 2019	Sep 2019	Jun 2019
-	99.99%	99.99%	99.99%



There was 1 property requiring a landlord Gas Safety Record due to no access issues. Contact has now been made and access arranged. The service was duly completed