

Monthly Performance Report

November 2022



Nov 2022	Oct 2022	Sep 2022	Aug 2022
98.68%	98.34%	98.41%	98.40%

Performance has increased from last month, but is within the expected range, closely tracking with last year.



Overall customer satisfaction (transactional)

Target
84%



Nov 2022	Oct 2022	Sep 2022	Aug 2022
83.5%	83.2%	83.1%	83.4%

Satisfaction increased slightly on last month. Performance remains amber and within the target threshold.

Customer satisfaction with responsive repairs (transactional)

Target
84%



Nov 2022	Oct 2022	Sep 2022	Aug 2022
85.5%	85.7%	85.8%	85.8%

Satisfaction has slightly decreased on last month and is above target for the year.



Nov 2022	Oct 2022	Sep 2022	Aug 2022
99.65%	99.60%	99.39%	99.67%

There were 76 properties requiring a Landlord Gas Safety Record. This is within our risk tolerance of 99.5%

