

# Monthly Performance Report

## February 2024




**Target**  
**99.5%**

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

Feb 2024	Jan 2024	Dec 2023	Nov 2023
99.4%	98.8%	98.7%	99.4%

Performance has increased from last month and remains in the Amber Threshold



**Number of Fire Risk Assessments Outstanding**

3 properties were overdue as at 29<sup>th</sup> February.

Overall customer satisfaction (transactional)

**Target**  
**84%**



Feb 2024	Jan 2024	Dec 2023	Nov 2023
83.2%	83.0%	82.7%	82.6%

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

Customer satisfaction with responsive repairs (transactional)

**Target**  
**85%**



Feb 2024	Jan 2024	Dec 2023	Nov 2023
83.1%	83.2%	83.1%	83.1%

Satisfaction has decreased slightly since last month and remains amber



**Target**  
**100%**

Gas Safety Compliance

Feb 2024	Jan 2023	Dec 2023	Nov 2023
99.9%	99.8%	99.8%	99.8%

There were 32 properties requiring a Landlord Gas Safety Record. This is within our risk tolerance of 99.5%



**Completed Homes**

**Target 1,100**

As at 29<sup>th</sup> February 941 homes completed