

# Quarterly Performance Report

## March 2021



Customer satisfaction with responsive repairs (transactional)

**Target**  
**83%**



Mar 2021	Feb 2021	Jan 2021	Dec 2020
82.6%	81.7%	81.1%	80.9%



Satisfaction has improved considerably over the last quarter, achieving 84.1% for quarter 4 in isolation. Year to date performance narrowly missed reaching target for the year.

Overall customer satisfaction (transactional)

**Target**  
**83%**



Mar 2021	Feb 2021	Jan 2021	Dec 2020
99.50%	98.35%	98.17%	98.42%

Mar 2021	Feb 2021	Jan 2021	Dec 2020
84.5%	84.0%	83.8%	83.4%

Mar 2021	Feb 2021	Jan 2021	Dec 2020
99.86%	99.84%	99.95%	99.97%



Performance has demonstrated an improvement when compared to last month. Performance has exceeded target for the year.



Satisfaction has seen an increase on last month. Performance has remained above target.



There were 29 properties requiring a Landlord Gas Safety Record. This is within our risk tolerance of above 99.5%