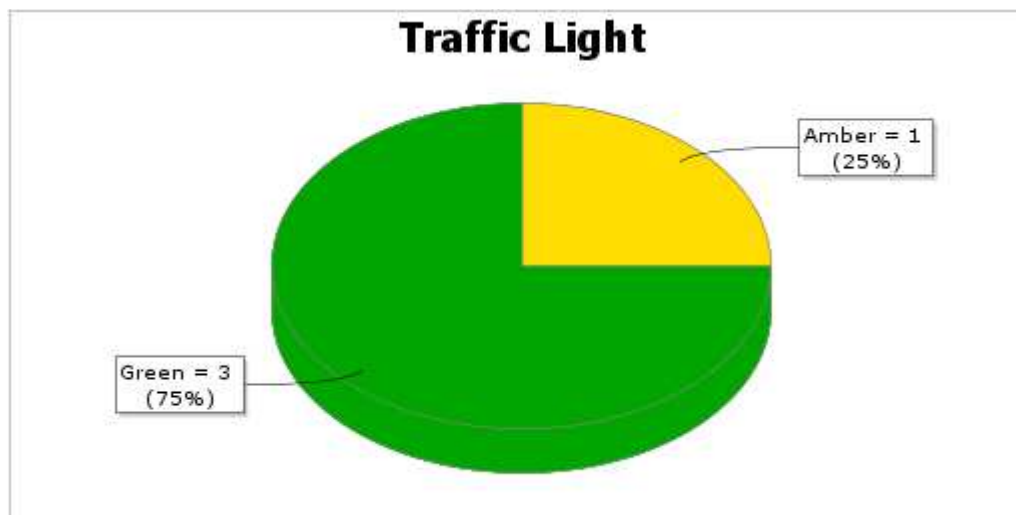


## Quarter 3 2016/17 Performance Repairs and Maintenance



Performance Measure	Q3 2016/17		
	Value	Target	Status
Percentage access for gas appointments achieved at the first appointment	86.74%	90.00%	⚠️
Percentage of properties that complied with the minimum 42 day trigger point	100.00%	100.00%	✅
Percentage of repairs appointments made and kept	97.85%	98.50%	✅
Percentage of responsive repairs completed right first time (HQN Definition)	84.38%	85.00%	✅