

## Quarter 4 2016/17 Performance Repairs and Maintenance



Performance Measure	Q4 2016/17		
	Value	Target	Status
Percentage access for gas appointments achieved at the first appointment	85.58%	90.00%	⚠️
Percentage of repairs appointments made and kept	98.21%	98.50%	✅
Percentage of responsive repairs completed right first time (HQN Definition)	84.36%	85.00%	✅