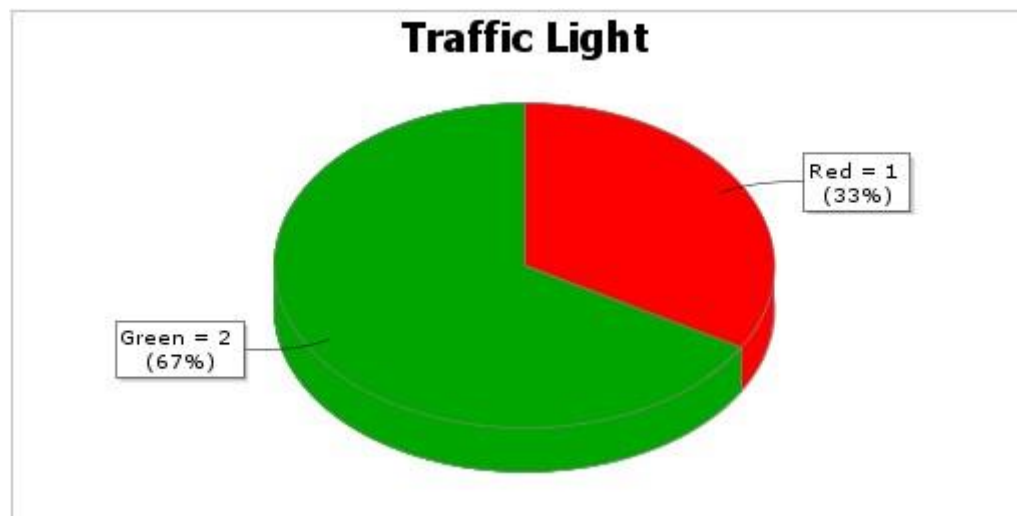


Quarter 2 2017/18 Performance Repairs and Maintenance



Performance Measure	Q2 2017/18		
	Value	Target	Status
Percentage access for gas appointments achieved at the first appointment	86.04%	85.00%	✓
Percentage of repairs appointments made and kept	98.85%	98.50%	✓
Percentage of responsive repairs completed right first time (HQN Definition)	79.95%	85.00%	✗

