

Quarter 3 2017/18 Performance Repairs and Maintenance



Performance Measure	Q3 2017/18		
	Value	Target	Status
Percentage access for gas appointments achieved at the first appointment	85.04%	85.00%	✔
Percentage of repairs appointments made and kept	98.50%	98.50%	✔
Percentage of responsive repairs completed right first time (HQN Definition)	79.97%	85.00%	✘

