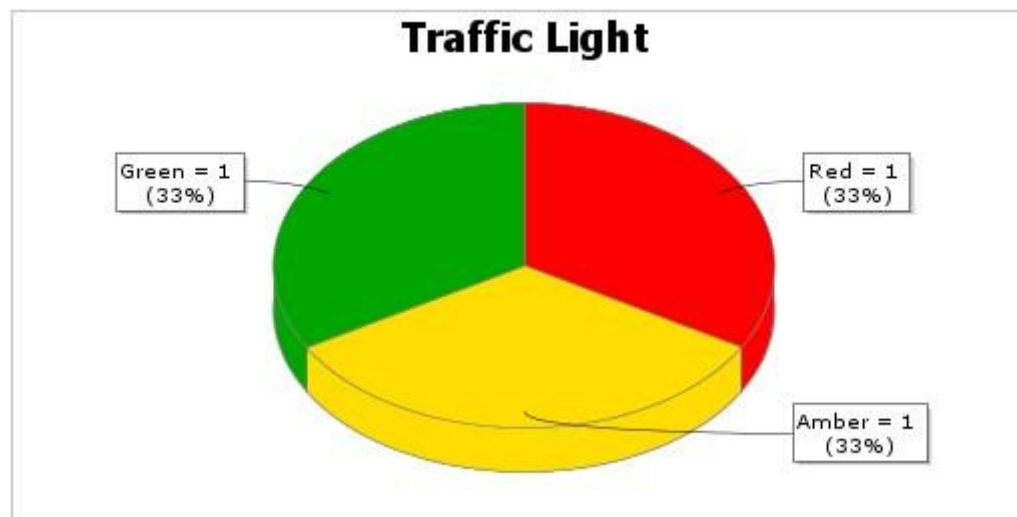


## Quarter 1 2017/18 Performance Repairs and Maintenance



Performance Measure	Q1 2017/18		
	Value	Target	Status
Percentage access for gas appointments achieved at the first appointment	84.98%	90.00%	🛑
Percentage of repairs appointments made and kept	98.70%	98.50%	✅
Percentage of responsive repairs completed right first time (HQN Definition)	83.33%	85.00%	⚠️