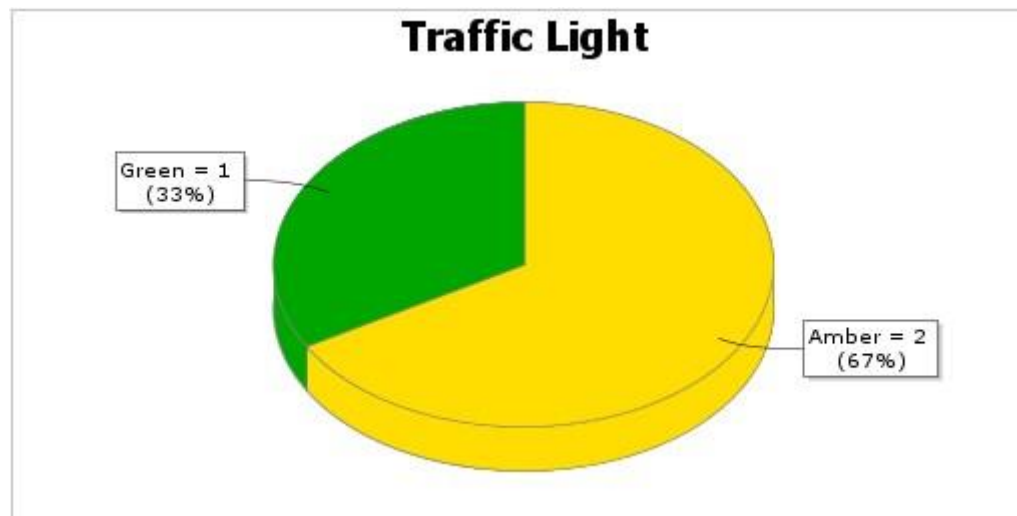


## Quarter 4 2017/18 Performance Repairs and Maintenance



Performance Measure	Q4 2017/18		
	Value	Target	Status
Percentage access for gas appointments achieved at the first appointment	85.00%	85.00%	✓
Percentage of repairs appointments made and kept	97.05%	98.50%	⚠
Percentage of responsive repairs completed right first time (HQN Definition)	81.46%	85.00%	⚠

