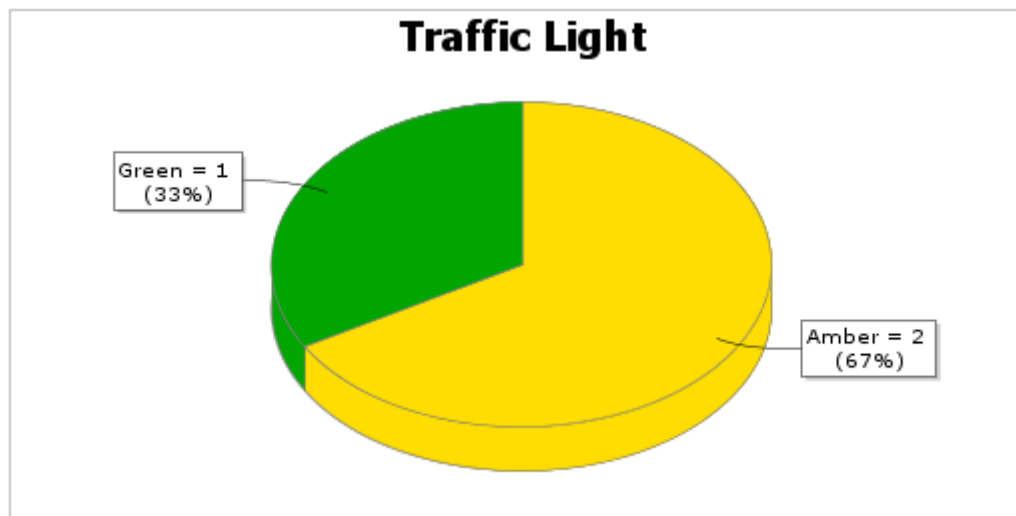


Quarter 2 2018/19 Performance Repairs and Maintenance



Performance Measure	Q2 2018/19		
	Value	Target	Status
Percentage access for gas appointments achieved at the first appointment	86.07%	85.00%	✔
Percentage of jobs completed at first visit	87.63%	92.00%	⚠
Percentage of repairs appointments made and kept	97.18%	98.50%	⚠