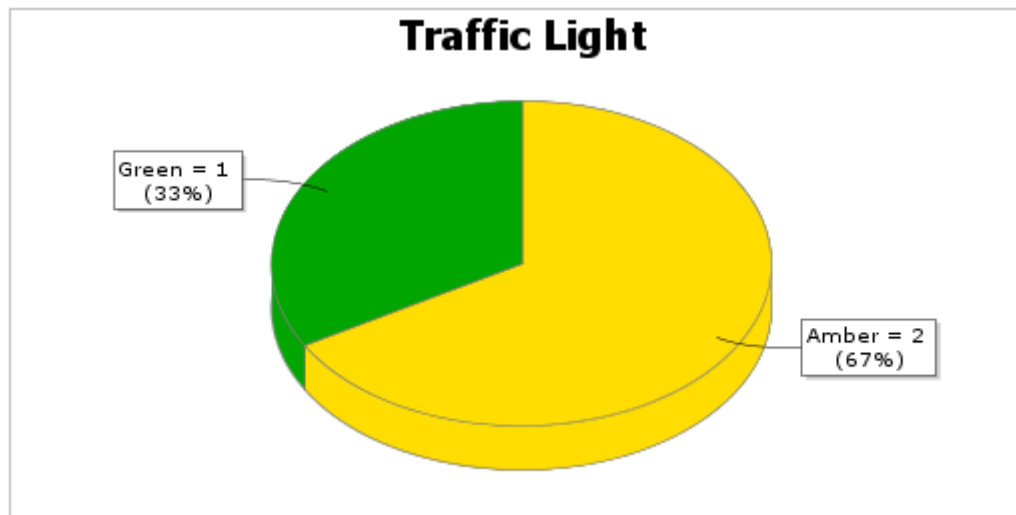


Quarter 3 2018/19 Performance Repairs and Maintenance



Performance Measure	Q3 2018/19		
	Value	Target	Status
Percentage access for gas appointments achieved at the first appointment	85.90%	85.00%	✔
Percentage of jobs completed at first visit	88.86%	92.00%	⚠
Percentage of repairs appointments made and kept	96.48%	98.50%	⚠