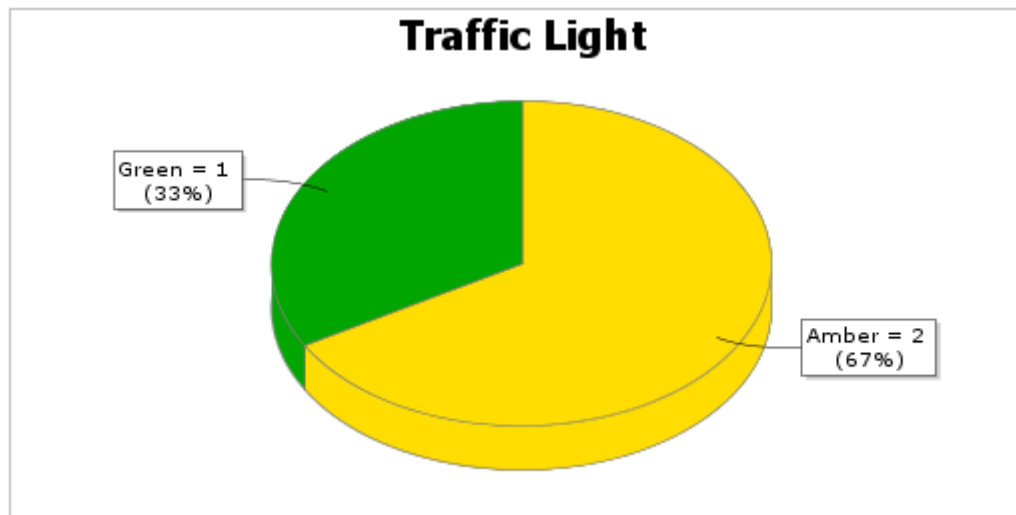


# Quarter 4 2018/19 Performance Repairs and Maintenance



Performance Measure	Q4 2018/19		
	Value	Target	Status
Percentage access for gas appointments achieved at the first appointment	85.99%	85.00%	✔
Percentage of jobs completed at first visit	89.48%	92.00%	⚠
Percentage of repairs appointments made and kept	96.92%	98.50%	⚠