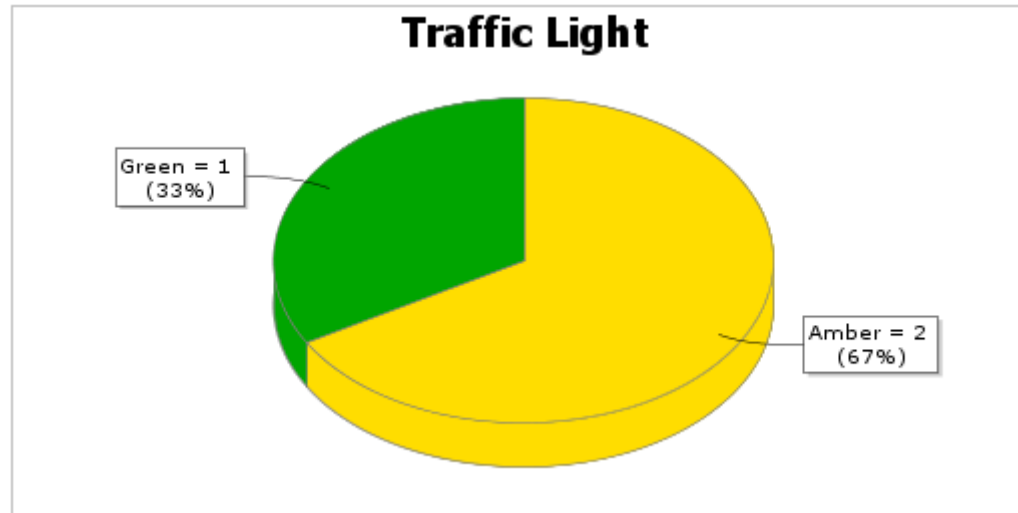


Year End 2018/19 Performance Repairs and Maintenance



Performance Measure	2018/19		
	Value	Target	Status
Percentage access for gas appointments achieved at the first appointment	86.24%	85.00%	✔
Percentage of jobs completed at first visit	88.19%	92.00%	⚠
Percentage of repairs appointments made and kept	96.55%	98.50%	⚠