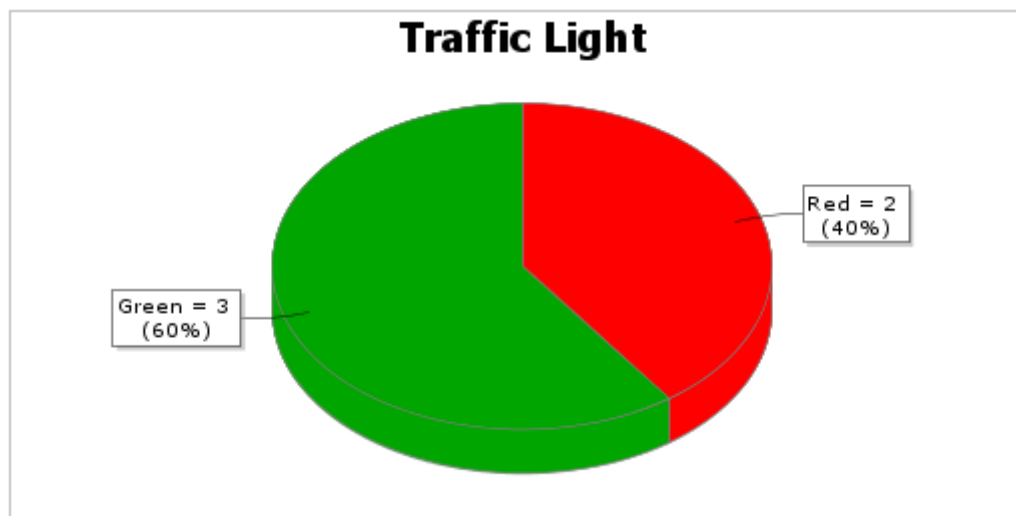


## Quarter 1 2016/17 Performance Repairs and Maintenance



Performance Measure	Q1 2016/17		
	Value	Target	Status
Percentage of properties with a valid landlord Gas Safety record	99.96%	100.00%	✓
Percentage of gas appointments made and kept	99.78%	100.00%	✓
Percentage of emergency repairs attended within 2 hours	73.87%	95.00%	✗
Percentage of repairs appointments made and kept	92.73%	98.50%	✗
Percentage of responsive repairs completed right first time (HQN Definition)	88.63%	85.00%	✓

