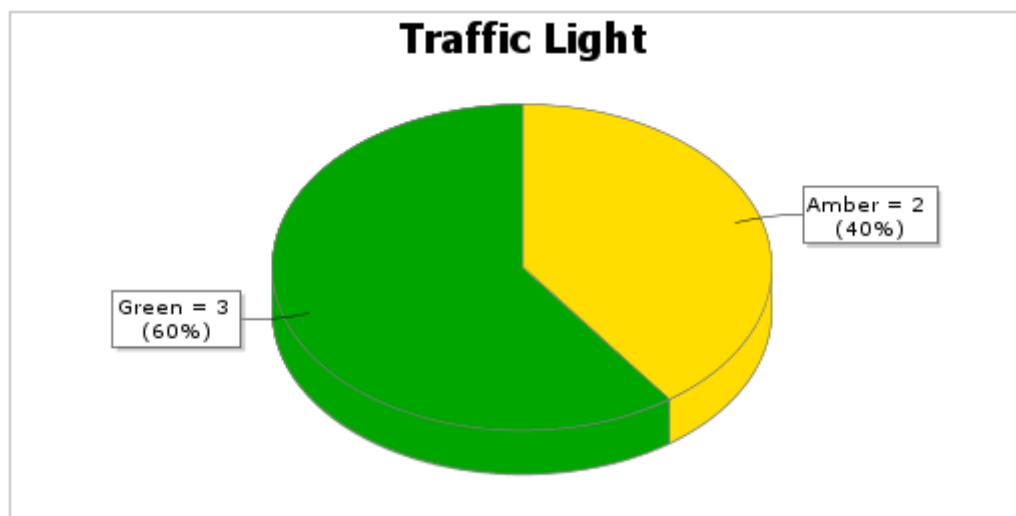


Quarter 2 2016/17 Performance Repairs and Maintenance



Performance Measure	Q2 2016/17		
	Value	Target	Status
Percentage of properties with a valid landlord Gas Safety record	99.95%	100.00%	✓
Percentage access for gas appointments achieved at the first appointment	87.23%	85.00%	✓
Percentage of properties that complied with the minimum 42 day trigger point	100.00%	100.00%	✓
Percentage of repairs appointments made and kept	96.69%	98.50%	⚠
Percentage of responsive repairs completed right first time (HQN Definition)	83.78%	85.00%	⚠

