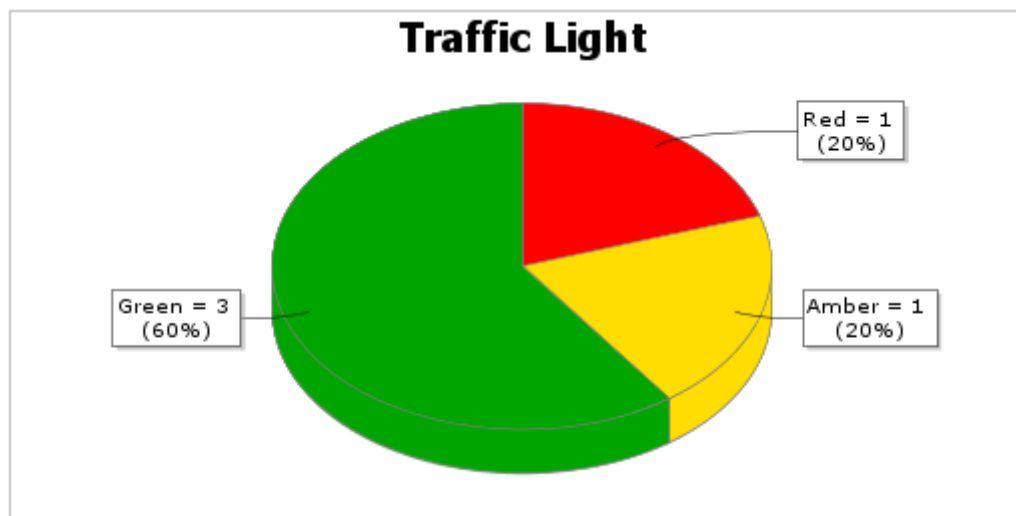


Quarter 2 2015/16 Performance Repairs and Maintenance



| Performance Measure | Q2 2015/16 | | |
|--|------------|---------|--------|
| | Value | Target | Status |
| Percentage of properties with a valid landlord Gas Safety record | 99.94% | 100.00% | ✓ |
| Percentage of repairs where appointment made and kept | 99.19% | 98.50% | ✓ |
| Percentage of emergency repairs attended within 2 hours | 90.91% | 95.00% | ⚠ |
| Percentage of responsive repairs completed right first time (HQN Definition) | 84.10% | 80.00% | ✓ |
| Average cost per repair (Based upon HQN 85% Rule) | £98.67 | £65.00 | ✗ |

