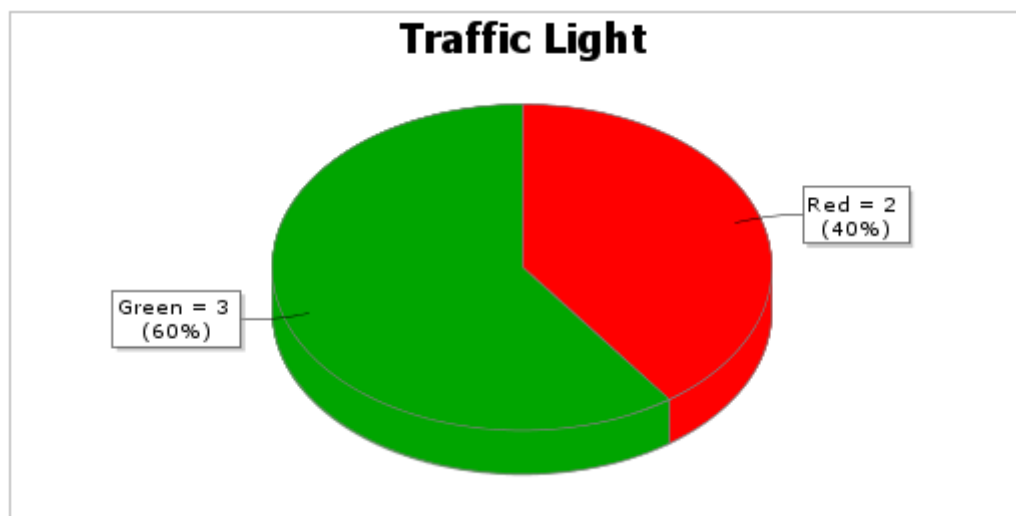


Quarter 3 2015/16 Performance Repairs and Maintenance



Performance Measure	Q3 2015/16		
	Value	Target	Status
Percentage of properties with a valid landlord Gas Safety record	100.00%	100.00%	✓
Percentage of repairs where appointment made and kept	99.24%	98.50%	✓
Percentage of emergency repairs attended within 2 hours	85.48%	95.00%	✗
Percentage of responsive repairs completed right first time (HQN Definition)	86.36%	80.00%	✓
Average cost per repair (Based upon HQN 85% Rule)	£98.67	£65.00	✗

