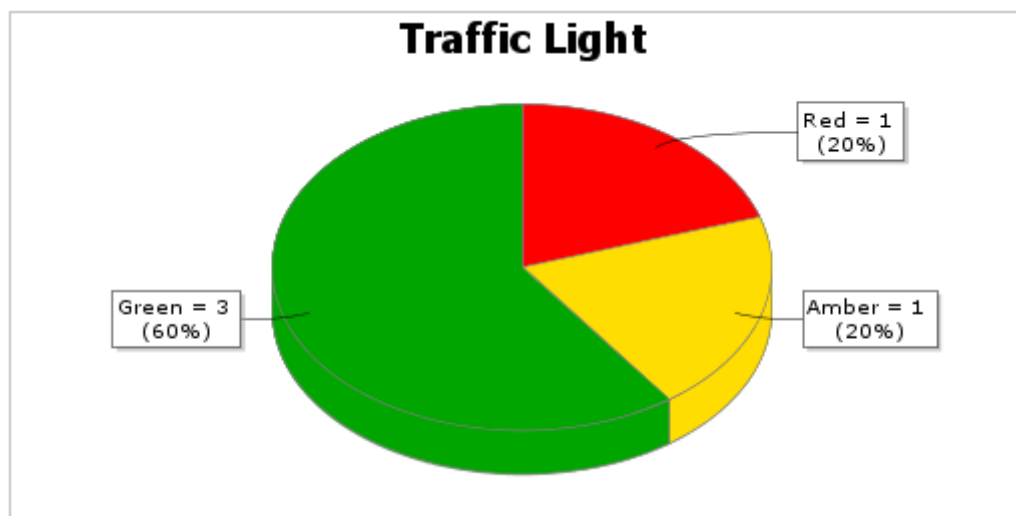


Quarter 1 2015/16 Performance Repairs and Maintenance



Performance Measure	Q1 2015/16		
	Value	Target	Status
Percentage of properties with a valid landlord Gas Safety record	99.95%	100.00%	✓
Percentage of repairs where appointment made and kept	98.68%	98.50%	✓
Percentage of emergency repairs attended within 2 hours	92.05%	95.00%	⚠
Percentage of responsive repairs completed right first time (HQN Definition)	87.28%	80.00%	✓
Average cost per repair (Based upon HQN 85% Rule)	£98.57	£65.00	✗

