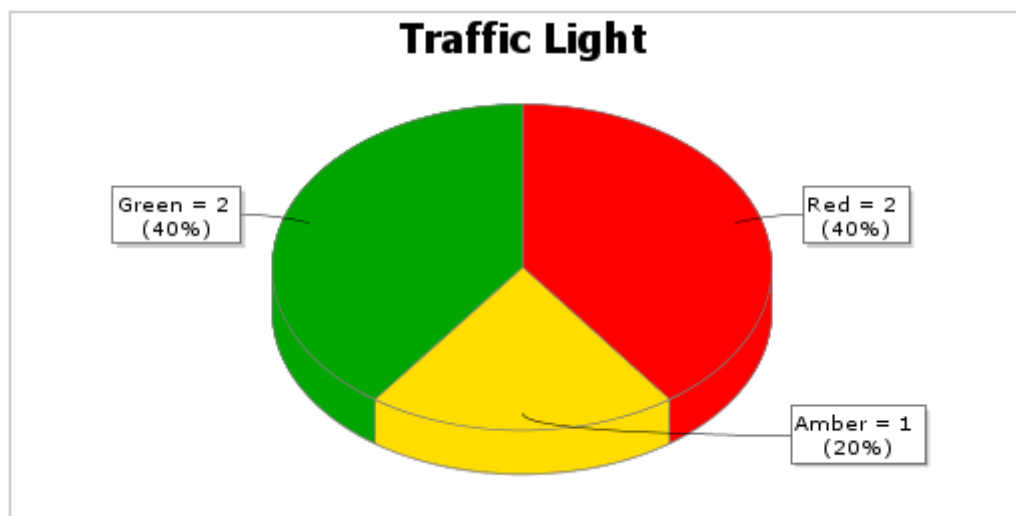


Quarter 4 2015/16 Performance Repairs and Maintenance



Performance Measure	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	96.91%	98.50%	⚠
Percentage of emergency repairs attended within 2 hours	90.00%	95.00%	✗
Percentage of responsive repairs completed right first time (HQN Definition)	87.43%	80.00%	✓
Average cost per repair (Based upon HQN 85% Rule)	£98.67	£65.00	✗

