



Repairs Performance 2015/16

| Performance Indicator | Quartile | Performance |
|--|----------|-----------------|
| Average end-to-end time for all reactive repairs (in days) | | 6.6 days |
| % of repairs completed at first visit | | 93.64% |
| Appointments kept as % of appointments made | | 99.02% |
| % of dwellings with a valid gas safety certificate | | 100% |

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|--|--------------|--|--------------------------|--|--------------------------|--|-----------------|
| | Top Quartile | | 2 nd Quartile | | 3 rd Quartile | | Bottom Quartile |
|--|--------------|--|--------------------------|--|--------------------------|--|-----------------|

