






# Repairs Performance 2014/15

Performance Indicator	Quartile	Performance
Average end-to-end time for all reactive repairs (in days)		<b>6.1 days</b>
% of repairs completed at first visit		<b>92.27%</b>
Appointments kept as % of appointments made		<b>98.34%</b>
% of customers satisfied with the most recent repair		<b>96.60%</b>
% of dwellings with a valid gas safety certificate		<b>100%</b>

	Top Quartile		2 <sup>nd</sup> Quartile		3 <sup>rd</sup> Quartile		Bottom Quartile
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