

	2022/23				Quarterly Trend			Q1			Current Quarter		Monthly Trend
	2021/22	Q1	Q2 (provisional)	Q3	Q4	(RAG)	April	May	June	July	Aug	(RAG)	
Gas Compliance													
Properties with a valid Gas Safety Certificate (%)	96.20%	92%	96%			4.00%	85.00%	91.00%	92.00%	93.00%	96.00%	3.00%	
Properties with a valid Gas Safety Certificate (exc 'no access') (%)	86%	96%	99%			3.00%	86%	92%	95%	99%	99%	4.00%	
No. properties awaiting access (Number)	4319	3300	1419			-1881	4319	2552	3300	2512	1419	-1093	
Backlogs													
Number of repairs out of time (backlog):													
Gas Repairs	320	58	68			10	168	113	58	68		10	
Fire Stopping	593	442	352			-90	573	594	442	352		-90	
Void Repairs	361	148	192			44	424	385	148	192		44	
Working at Height	2422	1397	1511			114	1347	1285	1397	1511		114	
Responsive Repairs	727	588	868			280	709	744	588	868		280	
Planned Repairs	3817	3556	3443			-113	3624	3380	3556	3443		-113	
Repair Completion times													
Average wait time for repairs (days):													
Void Repairs	56	72	61			-11	80	66	71	61		-10	
Working at Height	85.88	45.32	37.89			-7	46.93	44.32	44.76	37.89		-6.87	
Responsive Repairs	17.24	20.15	19.96			0	17.82	18.15	24.54	19.96		-4.58544	
Planned Repairs	82.71	30.61	39.95			9	26.35	29.22	40.37	39.95		-0.41783	
Longest wait for repairs (days):													
Void Repairs	278	161	180			19	117	139	161	180		19	
Working at Height	623	334	349			15	293	301	334	349		15	
Responsive Repairs	853	786	684			-102	553	676	786	684		-102	
Planned Repairs	1034	685	350			-335	313	237	685	350		-335	
Repairs completed on time (%):													
Responsive Repairs	89.28%	74.94%	75.89%			1%	74.53%	77.15%	73.02%	75.89%		2.9%	
Planned Repairs	72.84%	88.99%	93.87%			5%	92.93%	87.91%	83.13%	93.87%		10.7%	
Appointments kept (%)	85.00%	90.30%	91.32%			1%	88.89%	91.21%	90.84%	91.32%		0.5%	
Repairs completed on first visit (%)	84.32%	71.80%	72.26%			0%	73.09%	73.63%	68.54%	72.26%		3.7%	
Disrepair Claims													
Number of claims received (number)	595	351	93				133	95	123	93		-30	
Customer Services													
Average call waiting time to report a repair (minutes)	29	14				-15	23	9	11	waiting Data			
Longest call waiting time to report a repair (minutes)	n/a	n/a				#VALUE!	n/a	n/a					
Tenants satisfaction with property when moving in (%)	70%	70%	65%			-5%	70%	68%	71%	65%		-6%	
Overall satisfaction with the repairs and maintenance service	81%	84%	85%			3%	78%	84%	83%	85%		2%	
Productivity													
Average jobs per day, per operative (jobs per operative, per day)	5	5	5			0	n/a	n/a	5	5		0	

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