

Repairs Performance Indicators		2017/18					Trend	High/Low	2018-19		
		Year End Outturn	Annual Target	Apr-18	May-18	Jun-18			Quarter I	Annual Target	
Code	Indicator Name										
DHSCREP* 202	Average in days taken to complete non-urgent repairs	9.24	10	8.22	7.88	8.79	↓	Aim to Minimise	8.30	10	
DHSCREP* 207	% of non-urgent repairs completed in target time	89.07%	90%	89.55%	90.72%	89.10%	↓	Aim to Maximise	89.78%	90%	
DHSCREP* 213	% of responsive (but not emergency) repairs for which appointments made and kept	92.95%	92%	92.96%	93.34%	92.44%	↓	Aim to Maximise	92.93%	92%	
DHSCREP* 216	% of properties with gas serviced within the last 12 months (Snap Shot)	99.85%	100%	99.73%	99.85%	99.91%	↑	Aim to Maximise	99.91%	100%	
DHSCREP* 221	% of residents satisfaction with completed repairs	97.38%	98%	97.07%	96.49%	98.33%	↑	Aim to Maximise	97.79%	98%	
DHSCREP* 223	% Repairs completed at first visit	91.21%	92%	92.41%	83.88%	75.62%	↓	Aim to Maximise	83.99%	92%	
DHSCREP* 228	% of rent loss due to void properties	1.65%	1.10%			0.73%	—	Aim to Minimise	0.73%	0.85%	
DHSCREP* 229	Average time taken to re-let local authority housing	39.03	21	37.03	46.07	34.03	↑	Aim to Minimise	39.20	25	
DHSCREP* 236	% of Fire Risk Assessments completed within last 12 months - High Rise Blocks	New	New	100%	100%	100%	—	Aim to Maximise	100%	100%	

Key	
	Greater than 5% outside of target
	Within 0.01% variance of target
	Meets or exceeds target

ITEM NO.: 8 (Appendix A)