APPENDIX 1 - KPI's Operational Services Report (Q4, 1st January 2024 to 31st March 2024)

Housing Management Tasks	Target	April	May	June	Q1	July	August	September	Q2	October	November	December	Q3	January	February	March	Q4	Year to date
															1			
															1			
RENT ACCOUNT																		
RENT COLLECTED	95.00%	94.00%	98.00%	120.00%	104.00%	102.00%				93.94%		94.27%	93.20%	95.94%				96.88%
GROSS ARREARS	3.00%	2.51%	2.54%	2.19%	2.19%	1.92%				2.49%			3.19%	3.31%				3.59%
NET ARREARS NET ARREARS	2%	1.88% £35,743.39	1.80% £34,128.24	1.76% £33,447.75	1.76% £33,447.75	1.34% £25,322.01				1.48%	£ 28,186.55		1.54% £ 31,870.97	1.95% £ 36,966.60		£ 46,937.04		2.47% £ 46,937.04
FORMER TENANT ARREARS PERCENTAGES	0.50%	0.25%	0.31%	0.30%	0.30%	0.34%				0.08%			0.14%	0.23%		0.25%		0.25%
FORMER TENANT ARREARS BALANCES	0.50 /6	£4,763.67		£5,673.82	£5,673.82					£1,496.63		£3,530.72		£4,369.76				£4.837.83
VOID LOSS- amount	1	£ 528.01												£71.88				£6,051.58
VOID LOSS- %	1.00%	0.027%	0.023%	0.003%	0.053%	0.009%			0.067			0.005	0.098	0.004			6 0.10%	0.10%
no of LIVE NOPS		0	0	0	0	0	0)	0		0	0	0	0	0		0 0	0
						<u> </u>				<u> </u>	ļ.,					<u> </u>		
ALLOCATIONS	Target	April	May	June	Q1	July	August		Q2	October	November	December	Q3	January	February	March	Q4	Year to date
AVERAGE DAYS TO LET NUMBER OF TENANCY OFFERS MADE	10 days	2	10 4	3	5	0	4		4		1 6	9	3	4	2		3 13	25
NUMBER OF TENANCY OFFERS REFUSED	+	3	0		1	1 0	1 3	}	2	1 6) 0	1	1 1	1 0	0	,	1 1	5
% OF TENANCY OFFERS REFUSED	10%	0%		0.0%	0%	0	0%		0%		-	0%	0%	0%	0%	0%	6 8%	14%
NUMBER OF LETS	1	2	4	1	7	0	3		3	3			7	3	5		3 11	
NUMBER OF MUTUAL EXCHANGES		1	0	0	1	0	0		0) 1	0	1	0	0	ſ	0 0	2
						ļ				ļ								
SOURCE OF LET- SECTION 5 NUMBER	 '	0	0	0	0	0	1	4	1	1	2 0	0	2	. 1	1		2 4	7
SOURCE OF LET- SECTION 5	40%				-40.00%				33.0%			 	29.0%			 	36%	25.00%
SOURCE OF LET-INTERNAL TRANSFER NUMBER	200/	 1	1	0	20.75%	0	<u>' </u>	' '	0	1	<u>1</u>	1 0	20.00	2	- 2	+ C	20.000	20.0007
SOURCE OF LET- INTERNAL TRANSFER SOURCE OF LET- WAITING LIST NUMBER	20%	1	2	1	28.75%	_	1 -	, ,	0.0%	,	1 ^	-	29.0%	_	,	.——-	36.00%	29.00% 13
SOURCE OF LET- WAITING LIST NOMBER SOURCE OF LET- WAITING LIST	40%	- '	1		71.43%	, ·	1	'	67.0%	 	 	†	42.0%	i '			28.00%	46.00%
	70/0		i		71.43/0	1	1	İ	01.076	1	1	1	72.070	1			20.00 /0	40.0076
WAITING LIST	Target	April	May	June	Q1	July	August	September	Q2	October	November	December	Q3	January	February	March	Q4	Year to date
NUMBER OF APPLICANTS ON LIST																		
NUMBER OF APPLCANTS ADDED TO LIST																		
NUMBER OF HOUSING OPTIONS APPOINTMENTS GIVEN						ļ				ļ		ļ				↓	ļ	
NUMBER OF APPLICATION FORM RECEIVED		38	51	34	123	33			104			18	78	22	2 27	24	4 73	378
NUMBER OF DAYS TO PROCESS APPLICATION FORMS	10 DAYS	4	3	5	4	4	· 3	3 2	3	4	4	2	3	3	6		5	4
TEMANOV AUDITS VISITS	E VEADO					1	+	1	 	1	+	1	1	1	 		1	
TENANCY AUDITS VISITS Phase - 8	5 YEARS	-		Ongoing		 	 	 	Ongoing	 	+	 	Ongoing		+		 	
Phase - 6 programmed in for September	+			Origonig			1		Ongoing	1		1	Ongoing	1	+			
Phase - 1 to be completed by March 2024	1								Oligoling				Oligoling					
Phase - 2 to be completed by March 2024																		
COMPLAINTS	Target	April	May	June	Q1	July	August	September	Q2	October	November	December	Q3	January	February	March	Q4	Year to date
NUMBER OF COMPLAINTS										ļ								24
STAGE 1 NO OF COMPLAINTS	-				7	<u> </u>			7	'			6		1		1	21
STAGE 1 COMPLAINTS RESPONDED TO IN TIMESCALES					100%		-	-	100%				100%			 	100%	100%
STAGE 2 NO OF COMPLAINTS	+	-			0	}	<u> </u>	-	0	<u> </u>	+	ļ	100%	-	1	1	1 2	100%
STAGE 2 COMPLAINTS RESPONDED TO IN TIMESCALES ANTI-SOCIAL COMPLAINTS RESOLVED WITHIN TIMESCALES- CAT 3	100%	0	0	0	0%			1 /	100%	'	1 0		100%			 	100%	100% 100%
ANTI-SOCIAL COMPLAINTS RESOLVED WITHIN TIMESCALES- CAT 3 ANTI-SOCIAL COMPLAINTS RESOLVED WITHIN TIMESCALES- CAT 2	95%	ň	0	0	0%		1 6	1 7	0%		1 0	1 0	0%		0	. 7	0 7	0%
ANTI-SOCIAL COMPLAINTS RESOLVED WITHIN TIMESCALES - CAT 1	90%	2	3	2	100%		6	5 9	100%		1 1	4	100%	7	2	i	2 45	
REPAIRS SATISFACTION	Target	April	May	June	Q1	July	August	September	Q2	October	November	December	Q3	January	February	March	Q4	Year to date
NUMBER OF REPAIRS SATISFACTION LETTERS ISSUED		0	0	0	303	0	0) (268		0	0	425	0	0	ſ	0 421	1417
NUMBER OF REPAIRS SATISFACTION LETTERS RETURNED	-	0	0	0	28	0	0) (33		0	0	33	0	0		0 26	120
SATISFACTION WITH LAST REPAIR- FROM RETURNED FORMS								11 (100%	()	1 0	100.0%	0	0		100%	
	98%	U	0	U	100.00%	, v	'	<u>'</u>	.0070		<u> </u>							
DEACTIVE DEDAIDS		U Amail	0			l lub.	A	Cantambar		Ostabas	Name	Danamhan		lamam.	Fahrusan	Manak	0.4	Vacata data
REACTIVE REPAIRS	Target	April	May	June	Q1	July		 	Q2	October		i	Q3			March	Q4	Year to date
EMERGENCY REPAIRS TIMESCALE	Target 4 HOURS	April 2.44		June 2.46	Q1			1	Q2			i	Q3	January 2.23	2.21		3 2.19	Year to date 2.26
EMERGENCY REPAIRS TIMESCALE ROUTINE TIMESCALES	Target 4 HOURS 10 DAYS (5 day new)		2.17 4	2.46 4	Q1 2.36 4		3.06	6 4.03 8 4	Q2 3.07 3.7			i	Q3 2.54 4	2.23	3 2.21	2.13	3 2.19 4 3.67	2.26 3.00
EMERGENCY REPAIRS TIMESCALE ROUTINE TIMESCALES % JOBS PRE INSPECTED % JOBS POST INSPECTED	Target 4 HOURS 10 DAYS (5 day new) 10% 10%	2.44 4	2.17 4	2.46 4 6	Q1 2.36 4 13.33% 6.67%	2.13	3.06	6 4.03 8 4	Q2 3.07 3.7 11.33% 2.33%	2.05	5 2.5 4 4 3 7 0 0	3.06 4 4 0	Q3 2.54 4 6.33% 0.00%	2.23 4 11.40% 6.00%	3 2.21 4 3 5 10.60% 6 12.60%	2.13 4 5 12.50% 5 5.90%	3 2.19 4 3.67 6 11.50% 6 8.17%	2.26 3.00 11.00% 4.29%
EMERGENCY REPAIRS TIMESCALE ROUTINE TIMESCALES % JOBS PRE INSPECTED	Target 4 HOURS 10 DAYS (5 day new) 10%	2.44 4	2.17 4 22 10	2.46 4 6 5	Q1 2.36 4 13.33%	2.13	3.06 3 20 4	6 4.03 8 4	Q2 3.07 3.7 11.33%	2.05	5 2.5 4 4 3 7 0 0	3.06 4 4 0	Q3 2.54 4 6.33% 0.00%	2.23 4 11.40%	3 2.21 4 3 5 10.60% 6 12.60%	2.13 4 5 12.50% 5 5.90%	3 2.19 4 3.67 6 11.50% 6 8.17%	2.26 3.00 11.00%
EMERGENCY REPAIRS TIMESCALE ROUTINE TIMESCALES % JOBS PRE INSPECTED % JOBS POST INSPECTED REPAIRS RIGHT FIRST TIME	Target 4 HOURS 10 DAYS (5 day new) 10% 10% 98.00%	2.44 4 12 5	2.17 4 22 10 0	2.46 4 6 5	Q1 2.36 4 13.33% 6.67% 99.68%	2.13 4 4 14 3 3	3.06 3 20 4	6 4.03 8 4 0 0 0	Q2 3.07 3.7 11.33% 2.33% 99.43%	2.05 4 8 0.00%	5 2.5 4 4 8 7 0 0 6 0.00%	3.06 4 4 0 0.00%	Q3 2.54 4 6.33% 0.00% 97.17%	2.23 4 11.40% 6.00% 0.00%	3 2.21 3 3 5 10.60% 6 12.60% 6 0.00%	2.13 4 5 12.50% 5 5.90% 0.00%	3 2.19 4 3.67 6 11.50% 6 8.17% 6 95.50%	2.26 3.00 11.00% 4.29% 96.90%
EMERGENCY REPAIRS TIMESCALE ROUTINE TIMESCALES % JOBS PRE INSPECTED % JOBS POST INSPECTED REPAIRS RIGHT FIRST TIME MEDICAL ADAPTATIONS	Target 4 HOURS 10 DAYS (5 day new) 10% 10%	2.44 4 12 5	2.17 4 22 10 0	2.46 4 6 5	Q1 2.36 4 13.33% 6.67% 99.68%	2.13 4 4 14 3 3	3.06 3 20 4	6 4.03 8 4 0 0 1 0	Q2 3.07 3.7 11.33% 2.33% 99.43%	2.05	5 2.5 4 4 8 7 0 0 6 0.00%	3.06 4 4 0 0.00%	Q3 2.54 4 6.33% 0.00%	2.23 4 11.40% 6.00% 0.00%	3 2.21 3 3 5 10.60% 6 12.60% 6 0.00%	2.13 4 5 12.50% 5 5.90%	3 2.19 4 3.67 6 11.50% 6 8.17%	2.26 3.00 11.00% 4.29%
EMERGENCY REPAIRS TIMESCALE ROUTINE TIMESCALES % JOBS PRE INSPECTED % JOBS POST INSPECTED REPAIRS RIGHT FIRST TIME MEDICAL ADAPTATIONS NUMBER OF MEDICAL ADAPTATIONS COMPLETED	Target 4 HOURS 10 DAYS (5 day new) 10% 10% 98.00% Target	2.44 4 12 5 0 April	2.17 4 22 10 0 May	2.46 4 6 5 0 June	Q1 2.36 4 13.33% 6.67% 99.68%	2.13 4 4 14 3 3	3.06 3 20 4	6 4.03 8 4 0 0 0	Q2 3.07 3.7 11.33% 2.33% 99.43%	2.05 8 (0.00% October	5 2.5 4 4 8 7 0 0 6 0.00%	3.06 4 4 0 0.00%	Q3 2.54 4 6.33% 0.00% 97.17% Q3	2.23 4 11.40% 6.00% 0.00%	3 2.21 3 3 5 10.60% 6 12.60% 6 0.00%	2.13 4 5 12.50% 5 5.90% 0.00%	3 2.19 4 3.67 6 11.50% 6 8.17% 6 95.50%	2.26 3.00 11.00% 4.29% 96.90% Year to date
EMERGENCY REPAIRS TIMESCALE ROUTINE TIMESCALES % JOBS PRE INSPECTED % JOBS POST INSPECTED REPAIRS RIGHT FIRST TIME MEDICAL ADAPTATIONS	Target 4 HOURS 10 DAYS (5 day new) 10% 10% 98.00%	2.44 4 12 5	2.17 4 22 10 0 May	2.46 4 6 5	Q1 2.36 4 13.33% 6.67% 99.68%	2.13 4 4 14 3 3	3.06 3 20 4	6 4.03 8 4 0 0 0	Q2 3.07 3.7 11.33% 2.33% 99.43%	2.05 8 (0.00% October	5 2.5 4 4 8 7 0 0 6 0.00%	3.06 4 4 0 0.00%	Q3 2.54 4 6.33% 0.00% 97.17%	2.23 4 11.40% 6.00% 0.00%	3 2.21 3 3 5 10.60% 6 12.60% 6 0.00%	2.13 4 5 12.50% 5 5.90% 0.00%	3 2.19 4 3.67 6 11.50% 6 8.17% 6 95.50%	2.26 3.00 11.00% 4.29% 96.90% Year to date
EMERGENCY REPAIRS TIMESCALE ROUTINE TIMESCALES % JOBS PRE INSPECTED % JOBS POST INSPECTED REPAIRS RIGHT FIRST TIME MEDICAL ADAPTATIONS NUMBER OF MEDICAL ADAPTATIONS COMPLETED NO OF DAYS TO COMPLETE MEDICAL ADAPTATIONS	Target 4 HOURS 10 DAYS (5 day new) 10% 10% 98.00% Target	2.44 4 12 5 0 April	2.17 4 22 10 0 May	2.46 4 6 5 0 June	Q1 2.36 4 13.33% 6.67% 99.68%	2.13 4 4 14 3 3	3.06 3 20 4	6 4.03 8 4 0 0 0	Q2 3.07 3.7 11.33% 2.33% 99.43%	2.05 8 (0.00% October	5 2.5 4 4 8 7 0 0 6 0.00%	3.06 4 4 0 0.00%	Q3 2.54 4 6.33% 0.00% 97.17% Q3	2.23 4 11.40% 6.00% 0.00%	3 2.21 3 3 5 10.60% 6 12.60% 6 0.00%	2.13 4 5 12.50% 5 5.90% 0.00%	3 2.19 4 3.67 6 11.50% 6 8.17% 6 95.50%	2.26 3.00 11.00% 4.29% 96.90% Year to date
EMERGENCY REPAIRS TIMESCALE ROUTINE TIMESCALES % JOBS PRE INSPECTED % JOBS POST INSPECTED REPAIRS RIGHT FIRST TIME MEDICAL ADAPTATIONS NUMBER OF MEDICAL ADAPTATIONS COMPLETED NO OF DAYS TO COMPLETE MEDICAL ADAPTATIONS NO OF GAS SERVICES CARRIED OUT	Target 4 HOURS 10 DAYS (5 day new) 10% 10% 98.00% Target	2.44 4 12 5 0 April	2.17 4 22 10 0 May	2.46 4 6 5 0 June	Q1 2.36 4 13.33% 6.67% 99.68% Q1 2	2.13 4 14 3 0 July 0	3.06 3 20 4	6 4.03 8 4 0 0 0	Q2 3.07 3.7 11.33% 2.33% 99.43% Q2 1 22	2.05 8 0.00% October	5 2.5 4 4 8 7 0 0 6 0.00%	3.06 4 4 0 0.00%	Q3 2.54 4 4 6.33% 0.00% 97.17% Q3 2.1	2.23 4 11.40% 6.00% 0.00%	3 2.21 3 3 5 10.60% 6 12.60% 6 0.00%	2.13 4 5 12.50% 5 5.90% 0.00%	3 2.19 4 3.67 6 11.50% 6 8.17% 6 95.50%	2.26 3.00 11.00% 4.29% 96.90% Year to date 10 22.80
EMERGENCY REPAIRS TIMESCALE ROUTINE TIMESCALES % JOBS PRE INSPECTED % JOBS POST INSPECTED REPAIRS RIGHT FIRST TIME MEDICAL ADAPTATIONS NUMBER OF MEDICAL ADAPTATIONS COMPLETED NO OF DAYS TO COMPLETE MEDICAL ADAPTATIONS	Target 4 HOURS 10 DAYS (5 day new) 10% 10% 98.00% Target	2.44 4 12 5 0 April	2.17 4 22 10 0 May	2.46 4 6 5 0 June	Q1 2.36 4 13.33% 6.67% 99.68%	2.13 4 14 3 0 July 0	3.06 3 20 4	6 4.03 8 4 0 0 0	Q2 3.07 3.7 11.33% 2.33% 99.43%	2.05 8 0.00% October	5 2.5 4 4 8 7 0 0 6 0.00%	3.06 4 4 0 0.00%	Q3 2.54 4 6.33% 0.00% 97.17% Q3	2.23 4 11.40% 6.00% 0.00%	3 2.21 3 3 5 10.60% 6 12.60% 6 0.00%	2.13 4 5 12.50% 5 5.90% 0.00%	3 2.19 4 3.67 6 11.50% 6 8.17% 6 95.50%	2.26 3.00 11.00% 4.29% 96.90% Year to date
EMERGENCY REPAIRS TIMESCALE ROUTINE TIMESCALES % JOBS PRE INSPECTED % JOBS POST INSPECTED REPAIRS RIGHT FIRST TIME MEDICAL ADAPTATIONS NUMBER OF MEDICAL ADAPTATIONS COMPLETED NO OF DAYS TO COMPLETE MEDICAL ADAPTATIONS NO OF GAS SERVICES CARRIED OUT	Target 4 HOURS 10 DAYS (5 day new) 10% 10% 98.00% Target	2.44 4 12 5 0 April	2.17 4 22 10 0 May	2.46 4 6 5 0 June	Q1 2.36 4 13.33% 6.67% 99.68% Q1 2	2.13 4 14 3 0 July 0	3.06 3 20 4	6 4.03 8 4 0 0 0	Q2 3.07 3.7 11.33% 2.33% 99.43% Q2 1 22	2.05 8 0.00% October	5 2.5 4 4 8 7 0 0 6 0.00%	3.06 4 4 0 0.00%	Q3 2.54 4 4 6.33% 0.00% 97.17% Q3 2.1	2.23 4 11.40% 6.00% 0.00%	3 2.21 3 3 5 10.60% 6 12.60% 6 0.00%	2.13 4 5 12.50% 5 5.90% 0.00%	3 2.19 4 3.67 6 11.50% 6 8.17% 6 95.50%	2.26 3.00 11.00% 4.29% 96.90% Year to date 10 22.80
EMERGENCY REPAIRS TIMESCALE ROUTINE TIMESCALES % JOBS PRE INSPECTED % JOBS POST INSPECTED REPAIRS RIGHT FIRST TIME MEDICAL ADAPTATIONS NUMBER OF MEDICAL ADAPTATIONS COMPLETED NO OF DAYS TO COMPLETE MEDICAL ADAPTATIONS NO OF GAS SERVICES CARRIED OUT	Target 4 HOURS 10 DAYS (5 day new) 10% 10% 98.00% Target	2.44 4 12 5 0 April	2.17 4 22 10 0 May	2.46 4 6 5 0 June	Q1 2.36 4 13.33% 6.67% 99.68% Q1 2	2.13 4 14 3 0 July 0	3.06 3 20 4	6 4.03 8 4 0 0 0	Q2 3.07 3.7 11.33% 2.33% 99.43% Q2 1 22	2.05 8 0.00% October	5 2.5 4 4 8 7 0 0 6 0.00%	3.06 4 4 0 0.00%	Q3 2.54 4 4 6.33% 0.00% 97.17% Q3 2.1	2.23 4 11.40% 6.00% 0.00%	3 2.21 3 3 5 10.60% 6 12.60% 6 0.00%	2.13 4 5 12.50% 5 5.90% 0.00%	3 2.19 4 3.67 6 11.50% 6 8.17% 6 95.50%	2.26 3.00 11.00% 4.29% 96.90% Year to date 10 22.80
EMERGENCY REPAIRS TIMESCALE ROUTINE TIMESCALES % JOBS PRE INSPECTED % JOBS POST INSPECTED REPAIRS RIGHT FIRST TIME MEDICAL ADAPTATIONS NUMBER OF MEDICAL ADAPTATIONS COMPLETED NO OF DAYS TO COMPLETE MEDICAL ADAPTATIONS NO OF GAS SERVICES CARRIED OUT	Target 4 HOURS 10 DAYS (5 day new) 10% 10% 98.00% Target	2.44 4 12 5 0 April	2.17 4 22 10 0 May	2.46 4 6 5 0 June	Q1 2.36 4 13.33% 6.67% 99.68% Q1 2	2.13 4 14 3 0 July 0	3.06 3 20 4	6 4.03 8 4 0 0 0	Q2 3.07 3.7 11.33% 2.33% 99.43% Q2 1 22	2.05 8 0.00% October	5 2.5 4 4 8 7 0 0 6 0.00%	3.06 4 4 0 0.00%	Q3 2.54 4 4 6.33% 0.00% 97.17% Q3 2.1	2.23 4 11.40% 6.00% 0.00%	3 2.21 3 3 5 10.60% 6 12.60% 6 0.00%	2.13 4 5 12.50% 5 5.90% 0.00%	3 2.19 4 3.67 6 11.50% 6 8.17% 6 95.50%	2.26 3.00 11.00% 4.29% 96.90% Year to date 10 22.80
EMERGENCY REPAIRS TIMESCALE ROUTINE TIMESCALES % JOBS PRE INSPECTED % JOBS POST INSPECTED REPAIRS RIGHT FIRST TIME MEDICAL ADAPTATIONS NUMBER OF MEDICAL ADAPTATIONS COMPLETED NO OF DAYS TO COMPLETE MEDICAL ADAPTATIONS NO OF GAS SERVICES CARRIED OUT	Target 4 HOURS 10 DAYS (5 day new) 10% 10% 98.00% Target	2.44 4 12 5 0 April	2.17 4 22 10 0 May	2.46 4 6 5 0 June	Q1 2.36 4 13.33% 6.67% 99.68% Q1 2	2.13 4 14 3 0 July 0	3.06 3 20 4	6 4.03 8 4 0 0 0	Q2 3.07 3.7 11.33% 2.33% 99.43% Q2 1 22	2.05 8 0.00% October	5 2.5 4 4 8 7 0 0 6 0.00%	3.06 4 4 0 0.00%	Q3 2.54 4 4 6.33% 0.00% 97.17% Q3 2.1	2.23 4 11.40% 6.00% 0.00%	3 2.21 3 3 5 10.60% 6 12.60% 6 0.00%	2.13 4 5 12.50% 5 5.90% 0.00%	3 2.19 4 3.67 6 11.50% 6 8.17% 6 95.50%	2.26 3.00 11.00% 4.29% 96.90% Year to date 10 22.80
EMERGENCY REPAIRS TIMESCALE ROUTINE TIMESCALES % JOBS PRE INSPECTED % JOBS POST INSPECTED REPAIRS RIGHT FIRST TIME MEDICAL ADAPTATIONS NUMBER OF MEDICAL ADAPTATIONS COMPLETED NO OF DAYS TO COMPLETE MEDICAL ADAPTATIONS NO OF GAS SERVICES CARRIED OUT	Target 4 HOURS 10 DAYS (5 day new) 10% 10% 98.00% Target	2.44 4 12 5 0 April	2.17 4 22 10 0 May	2.46 4 6 5 0 June	Q1 2.36 4 13.33% 6.67% 99.68% Q1 2	2.13 4 14 3 0 July 0	3.06 3 20 4	6 4.03 8 4 0 0 0	Q2 3.07 3.7 11.33% 2.33% 99.43% Q2 1 22	2.05 8 0.00% October	5 2.5 4 4 8 7 0 0 6 0.00%	3.06 4 4 0 0.00%	Q3 2.54 4 4 6.33% 0.00% 97.17% Q3 2.1	2.23 4 11.40% 6.00% 0.00%	3 2.21 3 3 5 10.60% 6 12.60% 6 0.00%	2.13 4 5 12.50% 5 5.90% 0.00%	3 2.19 4 3.67 6 11.50% 6 8.17% 6 95.50%	2.26 3.00 11.00% 4.29% 96.90% Year to date 10 22.80
EMERGENCY REPAIRS TIMESCALE ROUTINE TIMESCALES % JOBS PRE INSPECTED % JOBS POST INSPECTED REPAIRS RIGHT FIRST TIME MEDICAL ADAPTATIONS NUMBER OF MEDICAL ADAPTATIONS COMPLETED NO OF DAYS TO COMPLETE MEDICAL ADAPTATIONS NO OF GAS SERVICES CARRIED OUT	Target 4 HOURS 10 DAYS (5 day new) 10% 10% 98.00% Target	2.44 4 12 5 0 April	2.17 4 22 10 0 May	2.46 4 6 5 0 June	Q1 2.36 4 13.33% 6.67% 99.68% Q1 2	2.13 4 14 3 0 July 0	3.06 3 20 4	6 4.03 8 4 0 0 0	Q2 3.07 3.7 11.33% 2.33% 99.43% Q2 1 22	2.05 8 0.00% October	5 2.5 4 4 8 7 0 0 6 0.00%	3.06 4 4 0 0.00%	Q3 2.54 4 4 6.33% 0.00% 97.17% Q3 2.1	2.23 4 11.40% 6.00% 0.00%	3 2.21 3 3 5 10.60% 6 12.60% 6 0.00%	2.13 4 5 12.50% 5 5.90% 0.00%	3 2.19 4 3.67 6 11.50% 6 8.17% 6 95.50%	2.26 3.00 11.00% 4.29% 96.90% Year to date 10 22.80
EMERGENCY REPAIRS TIMESCALE ROUTINE TIMESCALES % JOBS PRE INSPECTED % JOBS POST INSPECTED REPAIRS RIGHT FIRST TIME MEDICAL ADAPTATIONS NUMBER OF MEDICAL ADAPTATIONS COMPLETED NO OF DAYS TO COMPLETE MEDICAL ADAPTATIONS NO OF GAS SERVICES CARRIED OUT	Target 4 HOURS 10 DAYS (5 day new) 10% 10% 98.00% Target	2.44 4 12 5 0 April	2.17 4 22 10 0 May	2.46 4 6 5 0 June	Q1 2.36 4 13.33% 6.67% 99.68% Q1 2	2.13 4 14 3 0 July 0	3.06 3 20 4	6 4.03 8 4 0 0 0	Q2 3.07 3.7 11.33% 2.33% 99.43% Q2 1 22	2.05 8 0.00% October	5 2.5 4 4 8 7 0 0 6 0.00%	3.06 4 4 0 0.00%	Q3 2.54 4 4 6.33% 0.00% 97.17% Q3 2.1	2.23 4 11.40% 6.00% 0.00%	3 2.21 3 3 5 10.60% 6 12.60% 6 0.00%	2.13 4 5 12.50% 5 5.90% 0.00%	3 2.19 4 3.67 6 11.50% 6 8.17% 6 95.50%	2.26 3.00 11.00% 4.29% 96.90% Year to date 10 22.80
EMERGENCY REPAIRS TIMESCALE ROUTINE TIMESCALES % JOBS PRE INSPECTED % JOBS POST INSPECTED REPAIRS RIGHT FIRST TIME MEDICAL ADAPTATIONS NUMBER OF MEDICAL ADAPTATIONS COMPLETED NO OF DAYS TO COMPLETE MEDICAL ADAPTATIONS NO OF GAS SERVICES CARRIED OUT % OF ANNUAL GAS SERVICES COMPLETED	Target 4 HOURS 10 DAYS (5 day new) 10% 10% 98.00% Target 56 days	2.44 4 122 5 0 April 11 17	2.17 4 22 10 0 May 0	2.46 4 6 5 0 June 1 10	Q1 2.36 4 13.33% 6.67% 99.68% Q1 2 27	2.13 4 14 3 0 July	3.06 3 20 4 0 August	\$ 4.03 4 0 0 0 5 0 0 0 5 0 0 0 5 0 0 0 0 0 0 0 0	Q2 3.07 3.7 11.33% 2.33% 99.43% Q2 1 22	2.05 4 8 (0.00% October	5 2.5 4 4 3 7 0 0 0.00% November 0 2 0 0	3.06 4 4 0 0.00% December 0	Q3 2.54 4 6.33% 0.00% 97.17% Q3 2 2.1	2.23 4 11.40% 6.00% 0.00% January	2.21 3 3 10.60% 12.60% 0.00% February	2.13 4 12.50% 5.90% 0.00%	3 2.19 4 3.67 6 11.50% 6 8.17% 6 95.50% Q4 5 0 31.2	2.26 3.00 11.00% 4.29% 96.90% Year to date 10 22.80
EMERGENCY REPAIRS TIMESCALE ROUTINE TIMESCALES % JOBS PRE INSPECTED % JOBS POST INSPECTED REPAIRS RIGHT FIRST TIME MEDICAL ADAPTATIONS NUMBER OF MEDICAL ADAPTATIONS COMPLETED NO OF DAYS TO COMPLETE MEDICAL ADAPTATIONS NO OF GAS SERVICES CARRIED OUT % OF ANNUAL GAS SERVICES COMPLETED BUDGET MONITORING	Target 4 HOURS 10 DAYS (5 day new) 10% 10% 98.00% Target	2.44 4 12 5 0 April	2.17 4 22 10 0 May 0	2.46 4 6 5 0 June 1 10	Q1 2.36 4 13.33% 6.67% 99.68% Q1 2 27	2.13 4 14 3 0 July 0	3.06 3 20 4 0 August	\$ 4.03 4 0 0 0 5 0 0 0 5 0 0 0 5 0 0 0 0 0 0 0 0	Q2 3.07 3.7 11.33% 2.33% 99.43% Q2 1 100.00%	2.05	5 2.5 4 4 8 7 0 0 6 0.00%	3.06 4 4 0 0.00% December 0	Q3 2.54 4 6.33% 0.00% 97.17% Q3 2.1 99.67%	2.23 4 14 11.40% 6.00% 0.00% January 1 0	2.21 3 3 10.60% 12.60% 0.00% February	2.13 4 5 12.50% 5 5.90% 0.00%	3 2.19 4 3.67 6 11.50% 6 8.17% 6 95.50% Q4 5 0 31.2	2.26 3.00 11.00% 4.29% 96.90% Year to date 22.80
EMERGENCY REPAIRS TIMESCALE ROUTINE TIMESCALES % JOBS PRE INSPECTED % JOBS POST INSPECTED REPAIRS RIGHT FIRST TIME MEDICAL ADAPTATIONS NUMBER OF MEDICAL ADAPTATIONS COMPLETED NO OF DAYS TO COMPLETE MEDICAL ADAPTATIONS NO OF GAS SERVICES CARRIED OUT % OF ANNUAL GAS SERVICES COMPLETED BUDGET MONITORING REACTIVE BUDGET	Target 4 HOURS 10 DAYS (5 day new) 10% 10% 98.00% Target 56 days	2.44 4 122 5 0 April 11 17	2.17 4 22 10 0 May 0	2.46 4 6 5 0 June 1 10	Q1 2.36 4 13.33% 6.67% 99.68% Q1 2 27 100.00%	2.13 4 14 3 0 July 0	3.06 3 20 4 0 August	\$ 4.03 4 0 0 0 5 0 0 0 5 0 0 0 5 0 0 0 0 0 0 0 0	Q2 3.07 3.7 11.33% 2.33% 99.43% Q2 1 100.00%	2.05 8 8 0.00% October	5 2.5 4 4 3 7 0 0 0.00% November 0 2 0 0	3.06 4 4 0 0.00% December 0	Q3 2.54 4 4 6.33% 0.00% 97.17% Q3 2.1 99.67%	2.23 4 14 11.40% 6.00% 0.00% January 1 0	2.21 3 3 10.60% 12.60% 0.00% February	2.13 4 12.50% 5.90% 0.00%	3 2.19 4 3.67 6 11.50% 6 8.17% 6 95.50% Q4 5 0 31.2	2.26 3.00 11.00% 4.29% 96.90% Year to date 22.80 99.67%
EMERGENCY REPAIRS TIMESCALE ROUTINE TIMESCALES % JOBS PRE INSPECTED % JOBS POST INSPECTED REPAIRS RIGHT FIRST TIME MEDICAL ADAPTATIONS NUMBER OF MEDICAL ADAPTATIONS COMPLETED NO OF DAYS TO COMPLETE MEDICAL ADAPTATIONS NO OF GAS SERVICES CARRIED OUT	Target 4 HOURS 10 DAYS (5 day new) 10% 10% 98.00% Target 56 days	2.44 4 122 5 0 April 11 17	2.17 4 22 10 0 May 0	2.46 4 6 5 0 June 1 10	Q1 2.36 4 13.33% 6.67% 99.68% Q1 2 27	2.13 4 14 3 0 July 0	3.06 3 20 4 0 August	\$ 4.03 4 0 0 0 5 0 0 0 5 0 0 0 5 0 0 0 0 0 0 0 0	Q2 3.07 3.7 11.33% 2.33% 99.43% Q2 1 100.00%	2.05 8 8 0.00% October	5 2.5 4 4 3 7 0 0 0.00% November 0 2 0 0	3.06 4 4 0 0.00% December 0	Q3 2.54 4 6.33% 0.00% 97.17% Q3 2.1 99.67%	2.23 4 14 11.40% 6.00% 0.00% January 1 0	2.21 3 3 10.60% 12.60% 0.00% February	2.13 4 12.50% 5.90% 0.00%	3 2.19 4 3.67 6 11.50% 6 8.17% 6 95.50% Q4 5 0 31.2	2.26 3.00 11.00% 4.29% 96.90% Year to date 22.80 99.67%
EMERGENCY REPAIRS TIMESCALE ROUTINE TIMESCALES % JOBS PRE INSPECTED % JOBS POST INSPECTED REPAIRS RIGHT FIRST TIME MEDICAL ADAPTATIONS NUMBER OF MEDICAL ADAPTATIONS COMPLETED NO OF DAYS TO COMPLETE MEDICAL ADAPTATIONS NO OF GAS SERVICES CARRIED OUT % OF ANNUAL GAS SERVICES COMPLETED BUDGET MONITORING REACTIVE BUDGET	Target 4 HOURS 10 DAYS (5 day new) 10% 10% 98.00% Target 56 days	2.44 4 122 5 0 April 11 17	2.17 4 22 10 0 May 0	2.46 4 6 5 0 June 1 10	Q1 2.36 4 13.33% 6.67% 99.68% Q1 2 27 100.00%	2.13 4 14 3 0 July 0	3.06 3 20 4 0 August	\$ 4.03 4 0 0 0 5 0 0 0 5 0 0 0 5 0 0 0 0 0 0 0 0	Q2 3.07 3.7 11.33% 2.33% 99.43% Q2 1 100.00%	2.05 8 8 0.00% October	5 2.5 4 4 3 7 0 0 0.00% November 0 2 0 0	3.06 4 4 0 0.00% December 0	Q3 2.54 4 4 6.33% 0.00% 97.17% Q3 2 2.1 99.67%	2.23 4 14 11.40% 6.00% 0.00% January 1 0	2.21 3 3 10.60% 12.60% 0.00% February	2.13 4 12.50% 5.90% 0.00%	3 2.19 4 3.67 6 11.50% 6 8.17% 6 95.50% Q4 5 0 31.2	2.26 3.00 11.00% 4.29% 96.90% Year to date 22.80 99.67%
EMERGENCY REPAIRS TIMESCALE ROUTINE TIMESCALES % JOBS PRE INSPECTED % JOBS POST INSPECTED REPAIRS RIGHT FIRST TIME MEDICAL ADAPTATIONS NUMBER OF MEDICAL ADAPTATIONS COMPLETED NO OF DAYS TO COMPLETE MEDICAL ADAPTATIONS NO OF GAS SERVICES CARRIED OUT % OF ANNUAL GAS SERVICES COMPLETED BUDGET MONITORING REACTIVE BUDGET	Target 4 HOURS 10 DAYS (5 day new) 10% 10% 98.00% Target 56 days	2.44 4 122 5 0 April 11 17	2.17 4 22 10 0 May 0	2.46 4 6 5 0 June 1 10	Q1 2.36 4 13.33% 6.67% 99.68% Q1 2 27 100.00%	2.13 4 14 3 0 July 0	3.06 3 20 4 0 August	\$ 4.03 4 0 0 0 5 0 0 0 5 0 0 0 5 0 0 0 0 0 0 0 0	Q2 3.07 3.7 11.33% 2.33% 99.43% Q2 1 100.00%	2.05 8 8 0.00% October	5 2.5 4 4 3 7 0 0 0.00% November 0 2 0 0	3.06 4 4 0 0.00% December 0	Q3 2.54 4 4 6.33% 0.00% 97.17% Q3 2 2.1 99.67%	2.23 4 14 11.40% 6.00% 0.00% January 1 0	2.21 3 3 10.60% 12.60% 0.00% February	2.13 4 12.50% 5.90% 0.00%	3 2.19 4 3.67 6 11.50% 6 8.17% 6 95.50% Q4 5 0 31.2	2.26 3.00 11.00% 4.29% 96.90% Year to date 22.80 99.67%
EMERGENCY REPAIRS TIMESCALE ROUTINE TIMESCALES % JOBS PRE INSPECTED % JOBS POST INSPECTED REPAIRS RIGHT FIRST TIME MEDICAL ADAPTATIONS NUMBER OF MEDICAL ADAPTATIONS COMPLETED NO OF DAYS TO COMPLETE MEDICAL ADAPTATIONS NO OF GAS SERVICES CARRIED OUT % OF ANNUAL GAS SERVICES COMPLETED BUDGET MONITORING REACTIVE BUDGET REACTIVE SPEND	Target 4 HOURS 10 DAYS (5 day new) 10% 10% 98.00% Target 56 days	2.44 4 122 5 0 April 11 17	2.17 4 22 10 0 May 0	2.46 4 6 5 0 June 1 10	Q1 2.36 4 13.33% 6.67% 99.68% Q1 2 27 100.00% 1129,204.00 30,286.00	2.13 4 14 3 0 July 0 July	3.06 3 20 4 0 August	\$ 4.03 4 0 0 0 5 0 0 0 5 0 0 0 5 0 0 0 0 0 0 0 0	Q2 3.07 3.7 11.33% 99.43% Q2 100.00%	2.05 8 8 9 0.00% October October	5 2.5 4 4 3 7 0 0 0.00% November 0 2 0 0	3.06 4 4 0 0.00% December 0	Q3 2.54 4 6.33% 0.00% 97.17% Q3 2.1 99.67%	2.23 4 4 11.40% 6.00% 0.00% January	2.21 3 3 10.60% 12.60% 0.00% February	2.13 4 12.50% 5.90% 0.00%	2.19 4 3.67 6 11.50% 6 8.17% 6 95.50% Q4 129,204.00 185,044.90	2.26 3.00 11.00% 4.29% 96.90% Year to date 22.80 99.67% Year to date 129,204.00 185,044.00
EMERGENCY REPAIRS TIMESCALE ROUTINE TIMESCALES % JOBS PRE INSPECTED % JOBS POST INSPECTED REPAIRS RIGHT FIRST TIME MEDICAL ADAPTATIONS NUMBER OF MEDICAL ADAPTATIONS COMPLETED NO OF DAYS TO COMPLETE MEDICAL ADAPTATIONS NO OF GAS SERVICES CARRIED OUT % OF ANNUAL GAS SERVICES COMPLETED BUDGET MONITORING REACTIVE BUDGET REACTIVE SPEND	Target 4 HOURS 10 DAYS (5 day new) 10% 10% 98.00% Target 56 days	2.44 4 122 5 0 April 11 17	2.17 4 22 10 0 May 0	2.46 4 6 5 0 June 1 10	Q1 2.36 4 13.33% 6.67% 99.68% Q1 2 27 100.00% Q1 129,204.00 30,286.00	2.13 4 14 3 0 July 0 July	3.06 3 20 4 0 August	\$ 4.03 4 0 0 0 5 0 0 0 5 0 0 0 5 0 0 0 0 0 0 0 0	Q2 3.07 3.7 11.33% 2.33% 99.43% Q2 100.00%	2.05 8 8 9 0.00% October October	5 2.5 4 4 3 7 0 0 0.00% November 0 2 0 0	3.06 4 4 0 0.00% December 0	Q3 2.54 4 4 6.33% 0.00% 97.17% Q3 2 2.1 99.67% Q3 129,204.00 123,238.00 48,000.00	2.23 4 4 11.40% 6.00% 0.00% January	2.21 3 3 10.60% 12.60% 0.00% February	2.13 4 12.50% 5.90% 0.00%	Q4 129,204.00 48,000.00	2.26 3.00 11.00% 4.29% 96.90% Year to date 22.80 99.67% Year to date 129,204.00 185,044.00
EMERGENCY REPAIRS TIMESCALE ROUTINE TIMESCALES % JOBS PRE INSPECTED % JOBS POST INSPECTED REPAIRS RIGHT FIRST TIME MEDICAL ADAPTATIONS NUMBER OF MEDICAL ADAPTATIONS COMPLETED NO OF DAYS TO COMPLETE MEDICAL ADAPTATIONS NO OF GAS SERVICES CARRIED OUT % OF ANNUAL GAS SERVICES COMPLETED BUDGET MONITORING REACTIVE BUDGET REACTIVE SPEND	Target 4 HOURS 10 DAYS (5 day new) 10% 10% 98.00% Target 56 days	2.44 4 122 5 0 April 11 17	2.17 4 22 10 0 May 0	2.46 4 6 5 0 June 1 10	Q1 2.36 4 13.33% 6.67% 93.68% Q1 2 27 100.00%	2.13 4 14 3 0 July 0 July	3.06 3 20 4 0 August	\$ 4.03 4 0 0 0 5 0 0 0 5 0 0 0 5 0 0 0 0 0 0 0 0	Q2 3.07 3.7 11.33% 99.43% Q2 100.00%	2.05 8 8 9 0.00% October October	5 2.5 4 4 3 7 0 0 0.00% November 0 2 0 0	3.06 4 4 0 0.00% December 0	Q3 2.54 4 6.33% 0.00% 97.17% Q3 2.1 99.67%	2.23 4 4 11.40% 6.00% 0.00% January	2.21 3 3 10.60% 12.60% 0.00% February	2.13 4 12.50% 5.90% 0.00%	2.19 4 3.67 6 11.50% 6 8.17% 6 95.50% Q4 129,204.00 185,044.90	2.26 3.00 11.00% 4.29% 96.90% Year to date 22.80 99.67% Year to date 129,204.00 185,044.00
EMERGENCY REPAIRS TIMESCALE ROUTINE TIMESCALES % JOBS PRE INSPECTED % JOBS POST INSPECTED REPAIRS RIGHT FIRST TIME MEDICAL ADAPTATIONS NUMBER OF MEDICAL ADAPTATIONS COMPLETED NO OF DAYS TO COMPLETE MEDICAL ADAPTATIONS NO OF GAS SERVICES CARRIED OUT % OF ANNUAL GAS SERVICES COMPLETED BUDGET MONITORING REACTIVE BUDGET REACTIVE SPEND VOID BUDGET VOID SPEND	Target 4 HOURS 10 DAYS (5 day new) 10% 10% 98.00% Target 56 days	2.44 4 122 5 0 April 11 17	2.17 4 22 10 0 May 0	2.46 4 6 5 0 June 1 10	Q1 2.36 4 13.33% 6.67% 99.68% Q1 2 27 100.00% 1129,204.00 30,286.00 48,000.00 7.118.00	2.13 4 14 3 0 July 0 July	3.06 3 20 4 0 August	\$ 4.03 4 0 0 0 5 0 0 0 5 0 0 0 5 0 0 0 0 0 0 0 0	Q2 3.07 3.7 11.33% 2.33% 99.43% Q2 1 22 100.00% Q2 129,204.00 59,050.00 48,000.00 8.491.00	2.05 8 8 0.00% October Cotober	5 2.5 4 4 3 7 0 0 0.00% November 0 2 0 0	3.06 4 4 0 0.00% December 0	Q3 2.54 4 6.33% 0.00% 97.17% Q3 2.1 99.67% Q3 129,204.00 123,238.00 48,000.00 26,824.00	2.23 4 4 11.40% 6.00% 0.00% January	2.21 3 3 10.60% 12.60% 0.00% February	2.13 4 12.50% 5.90% 0.00%	Q4 129,204.00 185,044.00 38,649.00 38,649.00	2.26 3.00 11.00% 4.29% 96.90% Year to date 22.80 99.67% Year to date 129,204.00 185,044.00 48,000.00 38,649.00
EMERGENCY REPAIRS TIMESCALE ROUTINE TIMESCALES % JOBS PRE INSPECTED % JOBS POST INSPECTED REPAIRS RIGHT FIRST TIME MEDICAL ADAPTATIONS NUMBER OF MEDICAL ADAPTATIONS COMPLETED NO OF DAYS TO COMPLETE MEDICAL ADAPTATIONS NO OF GAS SERVICES CARRIED OUT % OF ANNUAL GAS SERVICES COMPLETED BUDGET MONITORING REACTIVE BUDGET REACTIVE SPEND VOID BUDGET VOID SPEND CYCLICAL BUDGET CYCLICAL BUDGET	Target 4 HOURS 10 DAYS (5 day new) 10% 10% 98.00% Target 56 days	2.44 4 122 5 0 April 11 17	2.17 4 22 10 0 May 0	2.46 4 6 5 0 June 1 10	Q1 2.36 4 13.33% 6.67% 99.68% Q1 2 27 100.00% 1129,204.00 30,286.00 48,000.00 7.118.00 230.894.00	2.13 4 14 3 0 July 0 July	3.06 3 20 4 0 August	\$ 4.03 4 0 0 0 5 0 0 0 5 0 0 0 5 0 0 0 0 0 0 0 0	Q2 3.07 3.7 11.33% 2.33% 99.43% Q2 100.00% Q2 129,204.00 59,050.00 48,000.00 8,491.00 230,894.00	2.05 8 8 0.00% October October	5 2.5 4 4 3 7 0 0 0.00% November 0 2 0 0	3.06 4 4 0 0.00% December 0	Q3 2.54 4 4.6.33% 0.00% 97.17% Q3 2.1 99.67% Q3 129,204.00 123,238.00 48,000.00 26,824.00 230,894.00	2.23 4 4 11.40% 6.00% 0.00% January	2.21 3 3 10.60% 12.60% 0.00% February	2.13 4 12.50% 5.90% 0.00%	Q4 129,204.00 185,044.00 230.894.00 230.894.00	2.26 3.00 11.00% 4.29% 96.90% Year to date 10 22.80 99.67% Year to date 129,204.00 185,044.00 48,000.00 38,649.00 230,894.00
EMERGENCY REPAIRS TIMESCALE ROUTINE TIMESCALES % JOBS PRE INSPECTED % JOBS POST INSPECTED REPAIRS RIGHT FIRST TIME MEDICAL ADAPTATIONS NUMBER OF MEDICAL ADAPTATIONS COMPLETED NO OF DAYS TO COMPLETE MEDICAL ADAPTATIONS NO OF GAS SERVICES CARRIED OUT % OF ANNUAL GAS SERVICES COMPLETED BUDGET MONITORING REACTIVE BUDGET REACTIVE SPEND VOID BUDGET VOID SPEND	Target 4 HOURS 10 DAYS (5 day new) 10% 10% 98.00% Target 56 days	2.44 4 122 5 0 April 11 17	2.17 4 22 10 0 May 0	2.46 4 6 5 0 June 1 10	Q1 2.36 4 13.33% 6.67% 99.68% Q1 2 27 100.00% 1129,204.00 30,286.00 48,000.00 7.118.00	2.13 4 14 3 0 July 0 July	3.06 3 20 4 0 August	\$ 4.03 4 0 0 0 5 0 0 0 5 0 0 0 5 0 0 0 0 0 0 0 0	Q2 3.07 3.7 11.33% 2.33% 99.43% Q2 1 22 100.00% Q2 129,204.00 59,050.00 48,000.00 8.491.00	2.05 8 8 0.00% October October	5 2.5 4 4 3 7 0 0 0.00% November 0 2 0 0	3.06 4 4 0 0.00% December 0	Q3 2.54 4 6.33% 0.00% 97.17% Q3 2.1 99.67% Q3 129,204.00 123,238.00 48,000.00 26,824.00	2.23 4 4 11.40% 6.00% 0.00% January	2.21 3 3 10.60% 12.60% 0.00% February	2.13 4 12.50% 5.90% 0.00%	Q4 129,204.00 185,044.00 38,649.00 38,649.00	2.26 3.00 11.00% 4.29% 96.90% Year to date 22.80 99.67% Year to date 129,204.00 185,044.00 48,000.00 38,649.00
EMERGENCY REPAIRS TIMESCALE ROUTINE TIMESCALES % JOBS PRE INSPECTED % JOBS POST INSPECTED REPAIRS RIGHT FIRST TIME MEDICAL ADAPTATIONS NUMBER OF MEDICAL ADAPTATIONS COMPLETED NO OF DAYS TO COMPLETE MEDICAL ADAPTATIONS NO OF GAS SERVICES CARRIED OUT % OF ANNUAL GAS SERVICES COMPLETED BUDGET MONITORING REACTIVE BUDGET REACTIVE SPEND VOID BUDGET VOID SPEND CYCLICAL BUDGET CYCLICAL BUDGET	Target 4 HOURS 10 DAYS (5 day new) 10% 10% 98.00% Target 56 days	2.44 4 122 5 0 April 11 17	2.17 4 22 10 0 May 0	2.46 4 6 5 0 June 1 10	Q1 2.36 4 13.33% 6.67% 99.68% Q1 2 27 100.00% 1129,204.00 30,286.00 48,000.00 7.118.00 230.894.00	2.13 4 14 3 0 July 0 July	3.06 3 20 4 0 August	\$ 4.03 4 0 0 0 5 0 0 0 5 0 0 0 5 0 0 0 0 0 0 0 0	Q2 3.07 3.7 11.33% 2.33% 99.43% Q2 100.00% Q2 129,204.00 59,050.00 48,000.00 8,491.00 230,894.00	2.05 8 8 0.00% October October	5 2.5 4 4 3 7 0 0 0.00% November 0 2 0 0	3.06 4 4 0 0.00% December 0	Q3 2.54 4 4.6.33% 0.00% 97.17% Q3 2.1 99.67% Q3 129,204.00 123,238.00 48,000.00 26,824.00 230,894.00	2.23 4 4 11.40% 6.00% 0.00% January	2.21 3 3 10.60% 12.60% 0.00% February	2.13 4 12.50% 5.90% 0.00%	Q4 129,204.00 185,044.00 230.894.00 230.894.00	2.26 3.00 11.00% 4.29% 96.90% Year to date 10 22.80 99.67% Year to date 129,204.00 185,044.00 48,000.00 38,649.00 230,894.00
EMERGENCY REPAIRS TIMESCALE ROUTINE TIMESCALES % JOBS PRE INSPECTED % JOBS POST INSPECTED REPAIRS RIGHT FIRST TIME MEDICAL ADAPTATIONS NUMBER OF MEDICAL ADAPTATIONS COMPLETED NO OF DAYS TO COMPLETE MEDICAL ADAPTATIONS NO OF GAS SERVICES CARRIED OUT % OF ANNUAL GAS SERVICES COMPLETED BUDGET MONITORING REACTIVE BUDGET REACTIVE SPEND VOID BUDGET YOID SPEND CYCLICAL BUDGET CYCLICAL SPEND	Target 4 HOURS 10 DAYS (5 day new) 10% 10% 98.00% Target 56 days	2.44 4 122 5 0 April 11 17	2.17 4 22 10 0 May 0	2.46 4 6 5 0 June 1 10	Q1 2.36 4 13.33% 6.67% 99.68% Q1 2 27 100.00% 1129,204.00 30,286.00 48,000.00 7.118.00 230.894.00	2.13 4 14 3 0 July 0 July	3.06 3 20 4 0 August	\$ 4.03 4 0 0 0 5 0 0 0 5 0 0 0 5 0 0 0 0 0 0 0 0	Q2 3.07 3.7 11.33% 2.33% 99.43% Q2 100.00% Q2 129,204.00 59,050.00 48,000.00 8,491.00 230,894.00	2.05 8 8 0.00% October October	5 2.5 4 4 3 7 0 0 0.00% November 0 2 0 0	3.06 4 4 0 0.00% December 0	Q3 2.54 4 4.6.33% 0.00% 97.17% Q3 2.1 99.67% Q3 129,204.00 123,238.00 48,000.00 26,824.00 230,894.00	2.23 4 4 11.40% 6.00% 0.00% January	2.21 3 3 10.60% 12.60% 0.00% February	2.13 4 12.50% 5.90% 0.00%	Q4 129,204.00 185,044.00 230.894.00 230.894.00	2.26 3.00 11.00% 4.29% 96.90% Year to date 10 22.80 99.67% Year to date 129,204.00 185,044.00 48,000.00 38,649.00 230,894.00
EMERGENCY REPAIRS TIMESCALE ROUTINE TIMESCALES % JOBS PRE INSPECTED % JOBS POST INSPECTED REPAIRS RIGHT FIRST TIME MEDICAL ADAPTATIONS NUMBER OF MEDICAL ADAPTATIONS COMPLETED NO OF DAYS TO COMPLETE MEDICAL ADAPTATIONS NO OF GAS SERVICES CARRIED OUT % OF ANNUAL GAS SERVICES COMPLETED BUDGET MONITORING REACTIVE BUDGET REACTIVE SPEND VOID BUDGET VOID SPEND CYCLICAL BUDGET CYCLICAL BUDGET	Target 4 HOURS 10 DAYS (5 day new) 10% 10% 98.00% Target 56 days 100%	2.44 4 122 5 0 April 11 17	2.17 4 22 10 0 May 0	2.46 4 6 5 0 June 1 10	Q1 2.36 4 13.33% 6.67% 99.68% Q1 2 27 100.00% 1129,204.00 30,286.00 48,000.00 7.118.00 230.894.00	2.13 4 14 3 0 July July July	3.06 3 20 4 0 August	\$ 4.03 4 0 0 0 5 0 0 0 5 0 0 0 5 0 0 0 0 0 0 0 0	Q2 3.07 3.7 11.33% 2.33% 99.43% Q2 100.00% Q2 129,204.00 59,050.00 48,000.00 8,491.00 230,894.00	2.05 8 8 0.00% October October	5 2.5 4 4 3 7 0 0 0.00% November 0 2 0 0	3.06 4 4 0 0.00% December 0	Q3 2.54 4 4.6.33% 0.00% 97.17% Q3 2.1 99.67% Q3 129,204.00 123,238.00 48,000.00 26,824.00 230,894.00	2.23 4 4 11.40% 6.00% 0.00% January	2.21 3 3 10.60% 12.60% 0.00% February	2.13 4 12.50% 5.90% 0.00%	Q4 129,204.00 185,044.00 230.894.00 230.894.00	2.26 3.00 11.00% 4.29% 96.90% Year to date 10 22.80 99.67% Year to date 129,204.00 185,044.00 48,000.00 38,649.00 230,894.00
EMERGENCY REPAIRS TIMESCALE ROUTINE TIMESCALES % JOBS PRE INSPECTED % JOBS POST INSPECTED REPAIRS RIGHT FIRST TIME MEDICAL ADAPTATIONS NUMBER OF MEDICAL ADAPTATIONS COMPLETED NO OF DAYS TO COMPLETE MEDICAL ADAPTATIONS NO OF GAS SERVICES CARRIED OUT % OF ANNUAL GAS SERVICES COMPLETED BUDGET MONITORING REACTIVE BUDGET REACTIVE SPEND VOID BUDGET VOID SPEND CYCLICAL BUDGET CYCLICAL SPEND EPC'S EESSH EESSH EESSH	Target 4 HOURS 10 DAYS (5 day new) 10% 10% 98.00% Target 56 days 100% Target	2.44 4 122 5 0 April 11 17	2.17 4 22 10 0 May 0	2.46 4 6 5 0 June 1 10	Q1 2.36 4 13.33% 6.67% 99.68% Q1 2 27 100.00% 48,000.00 7,118.00 230,894.00 36,028.00 100.00% 0.00%	2.13 4 14 3 0 July 0 0 July	3.06 3 20 4 0 August	\$ 4.03 4 0 0 0 5 0 0 0 5 0 0 0 5 0 0 0 0 0 0 0 0	Q2 3.07 3.7 11.33% 2.33% 99.43% Q2 129.204.00 59,050.00 48,000.00 8.491.00 79,546.00 100.00% 0.00%	2.05 8 8 0.00% October October	5 2.5 4 4 3 7 0 0 6 0.00% November 0 2 0 0	3.06 4 4 0 0.00% December 0	Q3 2.54 4 4.6.33% 0.00% 97.17% Q3 2.1 99.67% Q3 129,204.00 123,238.00 48,000.00 26,824.00 230,894.00	2.23 4 4 11.40% 6.00% 0.00% January	2.21 3 3 10.60% 12.60% 0.00% February	2.13 4 12.50% 5.90% 0.00%	Q4 129,204.00 185,044.00 230.894.00 230.894.00	2.26 3.00 11.00% 4.29% 96.90% Year to date 10 22.80 99.67% Year to date 129,204.00 185,044.00 48,000.00 38,649.00 230,894.00
EMERGENCY REPAIRS TIMESCALE ROUTINE TIMESCALES % JOBS PRE INSPECTED % JOBS POST INSPECTED REPAIRS RIGHT FIRST TIME MEDICAL ADAPTATIONS NUMBER OF MEDICAL ADAPTATIONS COMPLETED NO OF DAYS TO COMPLETE MEDICAL ADAPTATIONS NO OF GAS SERVICES CARRIED OUT % OF ANNUAL GAS SERVICES COMPLETED BUDGET MONITORING REACTIVE BUDGET REACTIVE SPEND VOID BUDGET VOID SUPPEND CYCLICAL BUDGET CYCLICAL SPEND EPC'S EESSH	Target 4 HOURS 10 DAYS (5 day new) 10% 10% 98.00% Target 56 days 100% Target	2.44 4 122 5 0 April 11 17	2.17 4 22 10 0 May 0	2.46 4 6 5 0 June 1 10	Q1 2.36 4 13.33% 6.67% 99.68% Q1 2 27 100.00% Q1 129,204.00 30,286.00 48,000.00 7,118.00 230,894.00 36,028.00	2.13 4 14 3 0 July 0 0 July	3.06 3 20 4 0 August	\$ 4.03 4 0 0 0 5 0 0 0 5 0 0 0 5 0 0 0 0 0 0 0 0	Q2 3.07 3.7 11.33% 2.33% 99.43% Q2 1 22 100.00% 48,000.00 48,091.00 79,546.00	2.05 8 8 0.00% October October	5 2.5 4 4 3 7 0 0 6 0.00% November 0 2 0 0	3.06 4 4 0 0.00% December 0	Q3 2.54 4 4.6.33% 0.00% 97.17% Q3 2.1 99.67% Q3 129,204.00 123,238.00 48,000.00 26,824.00 230,894.00	2.23 4 4 11.40% 6.00% 0.00% January	2.21 3 3 10.60% 12.60% 0.00% February	2.13 4 12.50% 5.90% 0.00%	Q4 129,204.00 185,044.00 230.894.00 230.894.00	2.26 3.00 11.00% 4.29% 96.90% Year to date 10 22.80 99.67% Year to date 129,204.00 185,044.00 48,000.00 38,649.00 230,894.00

A mistake in recording the date of commissioning the boiler on one of our new build properties meant the gas service was 5 days late. This has resulted in us changing the system for recording new build handover dates

Reactive costs have increased due to the inclusion of gas repairs within this budget.