

## Appendix One Repairs and Maintenance Performance Q4 2022-2023

	2022/23				Quarterly Trend (RAG)
	Q1	Q2	Q3	Q4	
<b>Gas Safety</b>					
Properties with a valid Gas Safety Certificate (%)	92%	95.80%	98.18%	98.50%	0.32%
Properties with a valid Gas Safety Certificate (exc 'no access') (%)	95%	99.61%	99.59%	99.65%	0.06%
Number of properties awaiting access	3300	1476	630	517	-113
<b>Overdue Jobs</b>					
<b>Number of repairs out of time (overdue)</b>					
Gas Repairs	58	88	74	108	34
Fire Stopping	442	336	425	353	-72
Void Repairs	148	209	117	152	35
Working at Height (WAH)	1397	1424	1601	1156	-445
Responsive Repairs (not Including Fire stopping and WAH)	622	1289	1651	1312	-339
Planned Repairs	3556	2974	2829	2819	-10
Damp Work (also included in planned repairs)	162	156	139	121	-18
<b>Repairs completed on time (%)</b>					
Responsive Repairs	80.89%	81.47%	87.74%	91.05%	3.31%
Planned Repairs	37.20%	38.22%	31.86%	49.49%	17.63%
Disrepair (also Included in the planned figure)	16.22%	9.41%	8.30%	4.10%	-4.20%
Appointments made and kept (%)	90.25%	90.82%	90.76%	94.45%	3.69%
Repairs completed Right First Time (%)	80.63%	78.20%	80.59%	82.90%	2.31%
<b>Damp Work</b>					
Total open Damp work jobs	221	178	149	246	97
Total open Painting Programme Jobs (mould treatment)	149	189	210	381	171
<b>Customer Services</b>					
Average call waiting time to report a repair (minutes)	14	12	21	27	6
Overall satisfaction with the repairs and maintenance service	81.81%	82.81%	79.92%	80.06%	0.14%
<b>Productivity</b>					
Average jobs per day, per operative	5	5	5	5	0
Disrepair cases completed	37	85	120	123	3
Average time taken to complete void property repairs	72	58	39	42	3
<b>Firestopping and Fire Jobs</b>					
% of FRA repairs completed within time (High-rise)	68.23%	85.07%	77.08%	70.38%	-6.70%
% of FRA repairs completed within time (Low Rise)	79.07%	79.43%	58.81%	55.88%	-2.93%
% of FRA repairs completed within time (Sheltered)	74.60%	90.56%	88.02%	93.10%	5.08%

This page is intentionally left blank