

## Repairs and Maintenance 2009/10

☺ on target

☹ up to 5% off target

☹ more than 5% off target

Ref		Description	What is Good Performance?	07/08 Outturn	08/09 Outturn	Target	April – June 2009	July – September 2009
LHM2	☺	Percentage of annual boiler services and gas safety checks undertaken on time.	Higher is better	99.82%	<b>100%</b>	100%	99.95%	100%
LHM4	☺	Overall tenant satisfaction with the repairs service they received.	Higher is better	94%	<b>98%</b>	97%	96.12%	97.57%
LHM4 a	☹	Overall tenant satisfaction with the repairs service they received - emergency	Higher is better	95%	<b>98%</b>	98%	98.70%	97.76%
LHM4 b	☺	Overall tenant satisfaction with the repairs service received - urgent	Higher is better	95%	<b>98%</b>	97%	96.88%	100%
LHM4 c	☹	Overall tenant satisfaction with the repairs service they received - routine	Higher is better	90%	<b>97%</b>	97%	94.65%	96.60%
LHM3	☹	Percentage of responsive repairs completed within Waverley's target times	Higher is better	90.27%	<b>92.86%</b>	96%	94.97%	93.93%
LHM3 a	☹	Percentage of repairs completed within Waverley's target times: Emergency (4hrs or 24hrs)	Higher is better	93.72%	<b>94.06%</b>	97%	95.35%	94.93%

Ref		Description	What is Good Performance?	07/08 Outturn	08/09 Outturn	Target	April – June 2009	July – September 2009
LHM3 b	☹	Percentage of repairs completed within Waverley's target times: Urgent (3-7 days)	Higher is better	87.45%	<b>91.66%</b>	96%	92.95%	91.13%
LHM3 c	☺	Percentage of repairs completed within Waverley's target times: Routine (30 days)	Higher is better	89.64%	<b>93.88%</b>	96%	95.32%	94.30%
LHM6	☺	Percentage of responsive repairs completed 'right-first-time'	Higher is better	84%	<b>86%</b>	70%	86%	85%