

Repairs and Maintenance 2009/10 Year End

😊 on target

😐 up to 5% off target

☹ more than 5% off target

Ref		Description	What is Good Performance?	08/09 Outturn	09/10 Outturn	Target	Q3 October – December 2009	Q4 January – March 2010
LHM2	😊	Percentage of annual boiler services and gas safety checks undertaken on time.	Higher is better	100.00%	99.98%	100%	99.95%	99.98%
LHM4	😐	Overall tenant satisfaction with the repairs service they received.	Higher is better	97.28%	96.65%	97.5%	98.15%	96.34%
LHM4 a	😊	Overall tenant satisfaction with the repairs service they received - emergency	Higher is better	98.82%	98.11%	98%	99.45%	97.03%
LHM4 b	😊	Overall tenant satisfaction with the repairs service received - urgent	Higher is better	97.52%	97.14%	97%	97.69%	96.79%
LHM4 c	😐	Overall tenant satisfaction with the repairs service they received - routine	Higher is better	97.17%	95.77%	97%	97.69%	95.86%
LHM3 d	😊	Percentage of responsive repairs completed within Waverley's target times - Completed	Higher is better	New method of calculating	96.42%	96%	91.90%	91.03%
LHM3 e	😐	Percentage of repairs completed within Waverley's target times:	Higher is better	New method of calculating	94.60%	95%	93.72%	94.00%

Ref		Description	What is Good Performance?	08/09 Outturn	09/10 Outturn	Target	Q3 October – December 2009	Q4 January – March 2010
		Emergency (4hrs or 24hrs)						
LHM3 f	☺	Percentage of repairs completed within Waverley's target times: Urgent (3-7 days)	Higher is better	New method of calculating	92.43%	95%	90.37%	90.70%
LHM3 g	☺	Percentage of repairs completed within Waverley's target times: Routine (30 days)	Higher is better	New method of calculating	94.54	95%	91.55%	91.73%
LHM6	☺	Percentage of responsive repairs completed 'right-first-time'	Higher is better	86%	85.54	87%	88%	85%