

## Property and Place

Measure Code	Measure Name	This Quarter Actual	This Quarter Target	Last Quarter Actual	Last Quarter Target	-4 Quarters Actual	-4 Quarters Target	DoT	Comments
PP01	Percentage of dwellings with a valid Gas Safety Certificate	100.00%	100.00%	100.00%	100.00%	99.99%	100.00%	✘	
PP04	Percentage of properties passing QA checks Repairs and voids	99.00%	98.00%	98.93%	98.00%	98.33%	98.00%	✔	
PP05	Percentage of properties passing QA checks Planned works	97.67%	98.00%	99.67%	98.00%	100.00%	98.00%	✘	
PP10	Percentage of emergency repairs completed within 4 hours	99.00%	99.00%	99.55%	99.00%	100.00%	99.00%	✘	
PP10 (D)	Number of emergency repairs in period	499.00		442.00		323.00		n/a	
PP10 (N)	Number of emergency repairs completed within 4 hours in period	494.00		440.00		323.00		n/a	
PP12	Percentage of non-urgent repairs completed within target	69.67%	98.00%	87.00%	98.00%	95.50%	98.00%	✘	
PP13a	Percentage of responsive repairs completed within target	70.92%	97.00%	86.89%	97.00%	95.87%	97.00%	✘	
PP13a (D)	Number of responsive repairs due in period	9,193.00		8,697.00		5,475.00		n/a	
PP13a (N)	Number of responsive repairs completed in target in period	6,520.00		7,557.00		5,249.00		n/a	
PP13b	Percentage of responsive repairs completed right first time	83.83%	78.00%	83.00%	78.00%	81.70%	78.00%	✔	
PP15	Percentage of tenants satisfied with the service planned and responsive works	87.67%	90.00%	97.67%	92.67%	96.40%	90.00%	✘	