

## **Annex A – Repairs Performance information**

This data should be read with the accompanying report and the summary contained in section 3.

### **Definitions of Service Types & Abbreviations**

#### **RTR 1 (Right to Repair 1 Day)**

These are repairs where there is a potential to cause significant risk to the tenant or the property identified under Right to Repair as requiring resolution within one days.

#### **RTR 3 (Right to Repair 3 Day)**

These are repairs where there is a potential to cause minor risk to the tenant or the property identified under Right to Repair as requiring resolution within three days.

#### **TC (Tenant's Choice)**

Where a repair is not high priority but requires completing relatively quickly, an appointment will be made from a range of available dates that suits the availability of the tenant within 60 working days.

#### **SW (Scheduled Works)**

Generally larger scale repairs or replacements which can often be grouped together to create more economic programs of work to be complete within 60 working days.

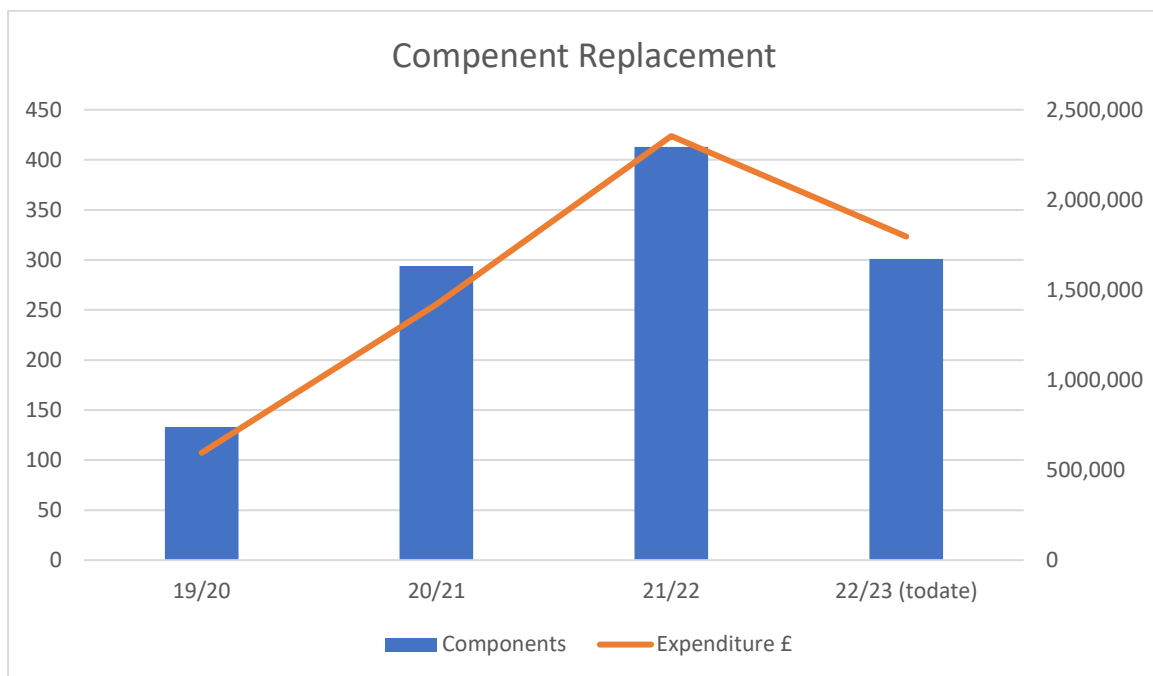
### **Components**

Components are what we call the individual parts of a home that are replaced when they are at the end of their life, eg windows, entire kitchens, and bathroom etc.

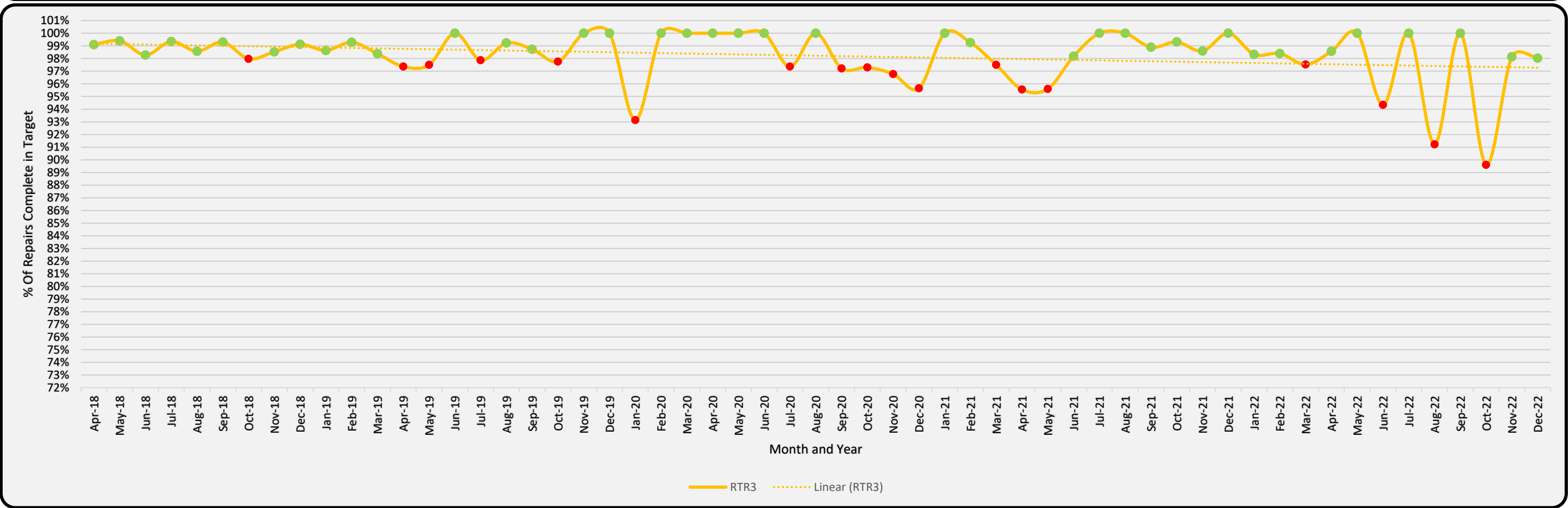
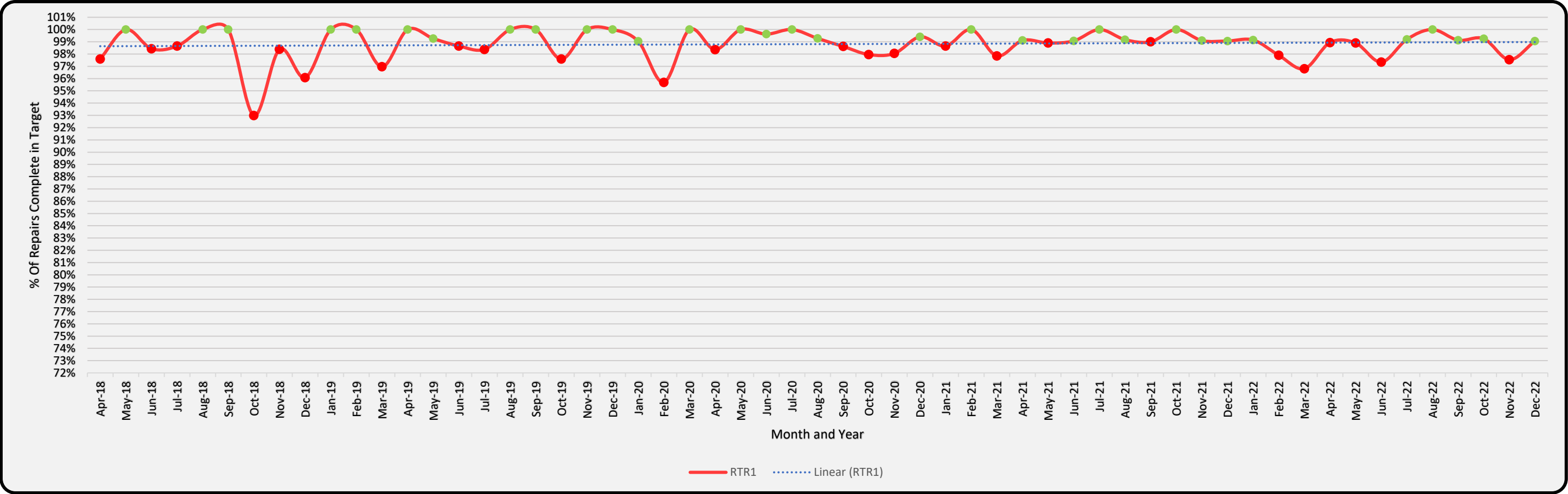
## Component Replacements and Expenditure

Component replacements		
Year	No of completed components	Capital expenditure £
19/20	133	595,899
20/21	294	1,420,457
21/22	413	2,354,082
22/23 (to date)	301	1,795,430

Data only shows planned works (ie Data does not include capital components replaced under Empty Homes or Urgent replacements)

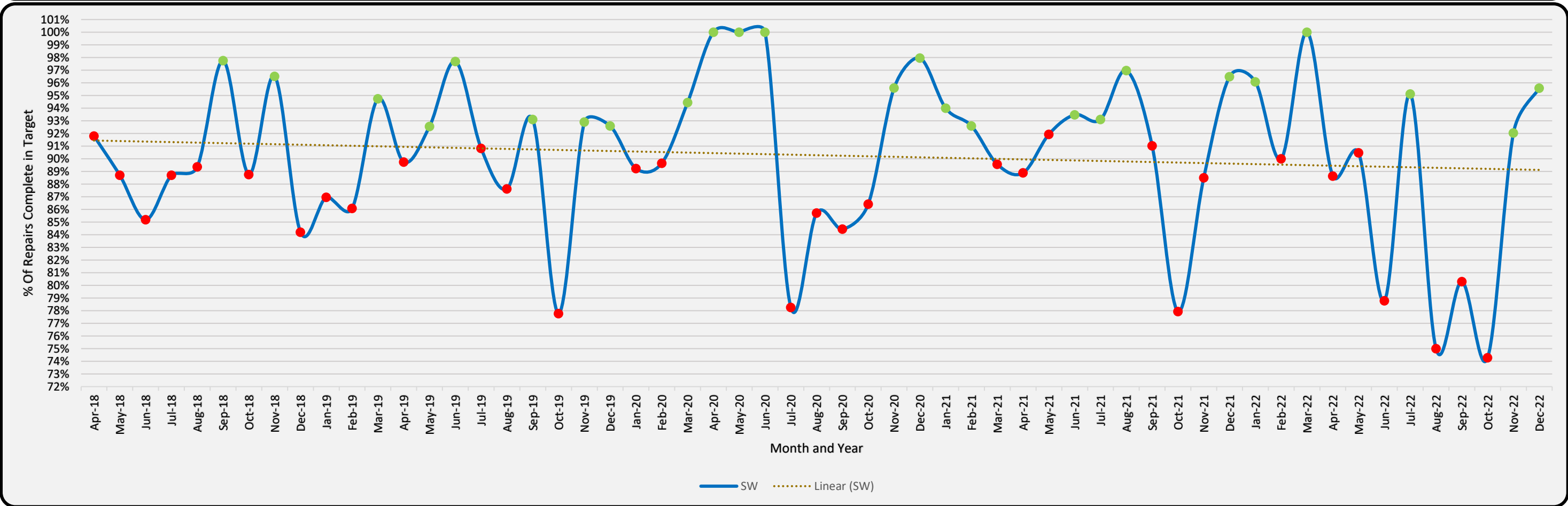
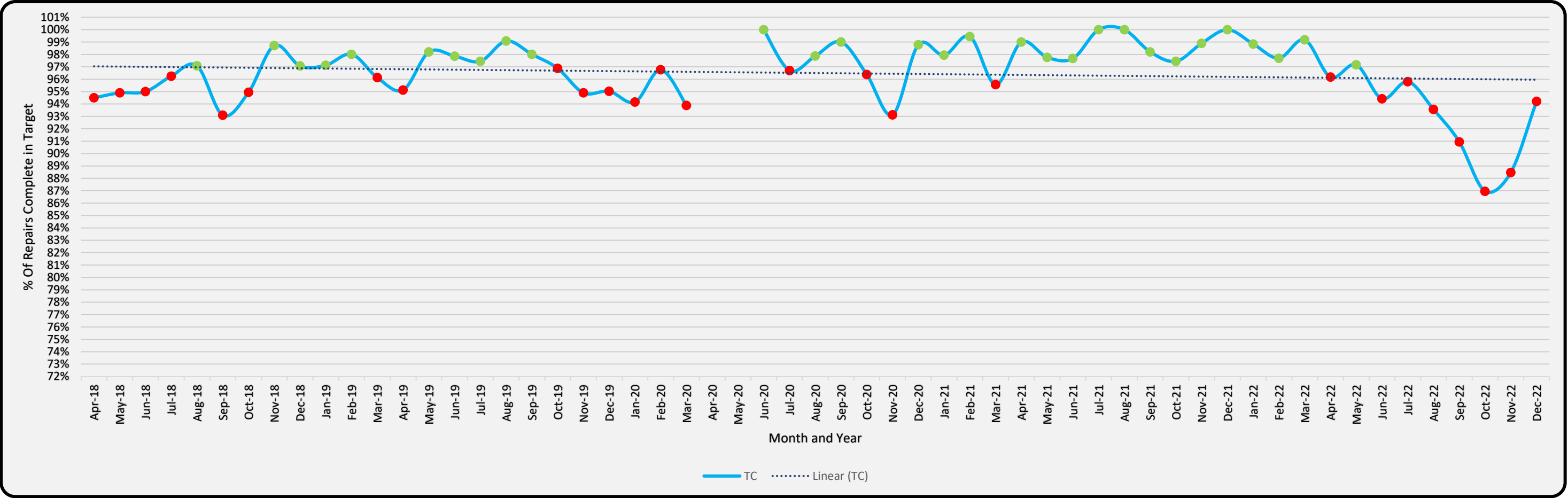


Percentage of Repairs Complete Against 22/23 Targets\* April 2018 – December 2022



\*RTR1 – 99%, RTR3 – 98%, TC – 97%, SW – 92%

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