

Annex A – Repairs Performance information

This data should be read with the accompanying report and the summary contained within.

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.

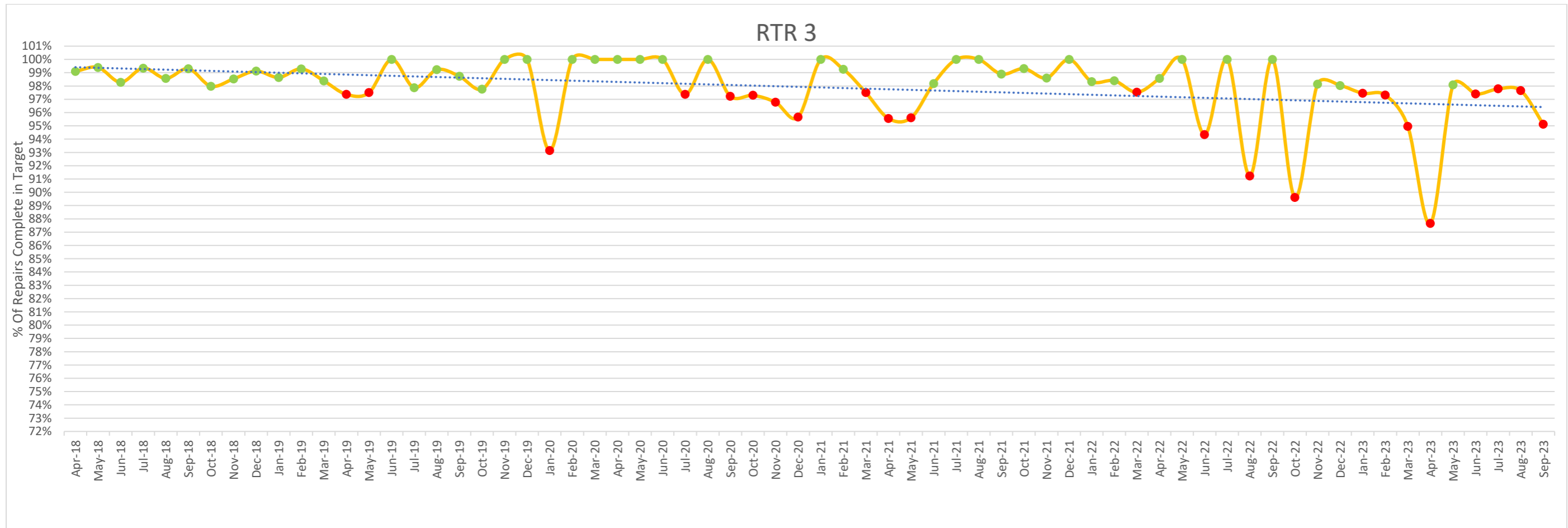
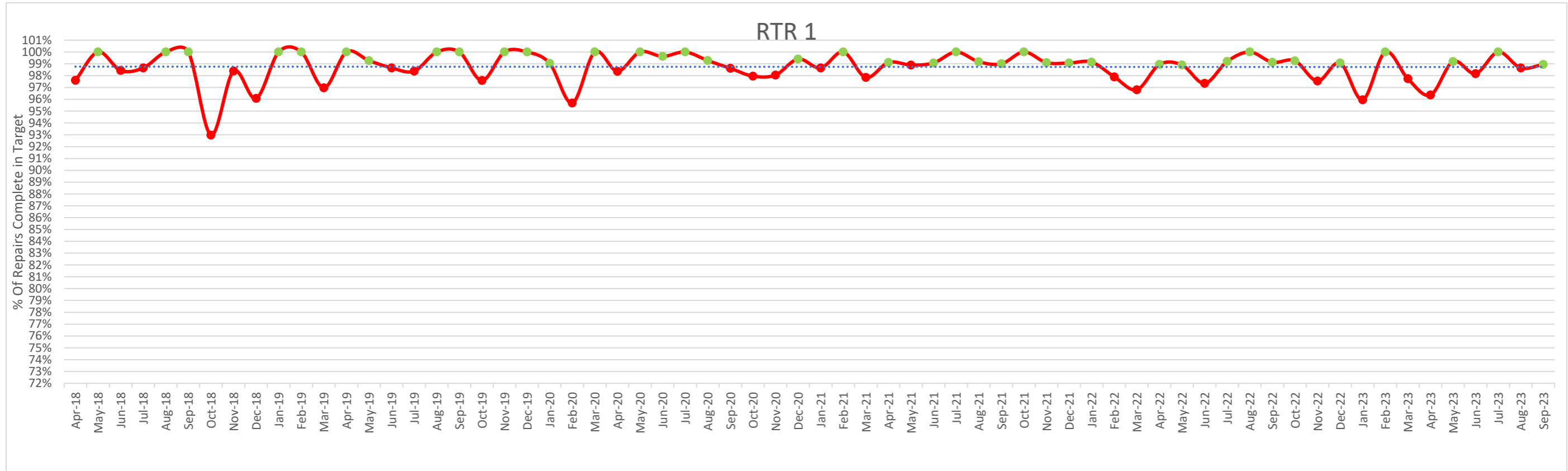
TC (Tenant's Choice)

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.

Percentage of Repairs Complete Against 22/23 Targets* April 2018 – Sept 23



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

