



Customer First

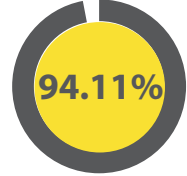
Safety & Risk:



Gas Safety



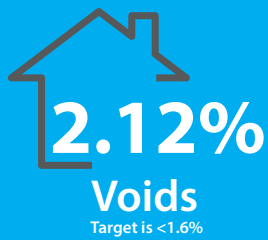
Fire Risk



Legionella



Communities:



Corporate Services:



Percentage of complaints responded to within policy requirements (Policy requirement 80%)



Number of complaints to date (Within financial year)



Percentage of complaints upheld to date (Within financial year)

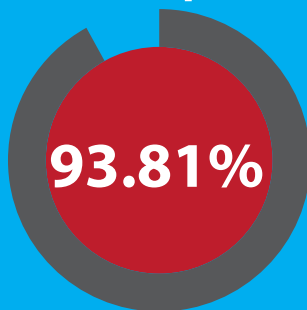
94.24%

193

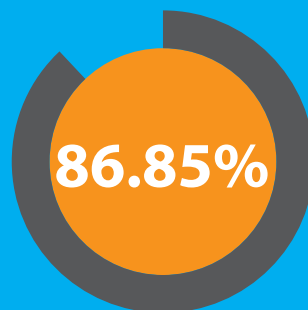
84%

Assets:

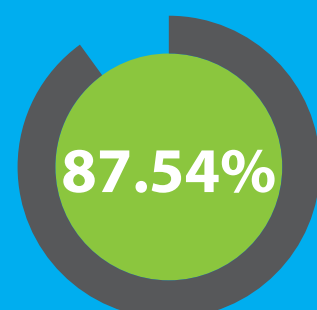
Response Repairs



Emergency
Target is 91%



Urgent
Target is 91%



Routine
Target is 90%

Post Inspections



14.57%
<£600 Target is 10%

100%
>£600 Target is 100%