

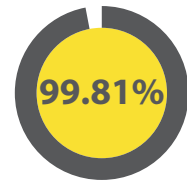


Customer First

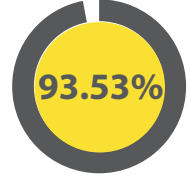
Safety & Risk:



Gas Safety



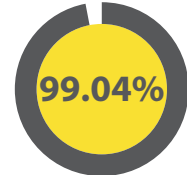
Fire Risk



All Fire Safety PPM 97.61%

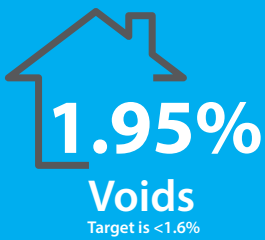


Legionella



All Risk Assessments 57.04%

Communities:



Corporate Services:



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



Number of complaints to date (Up to end of May)



Percentage of complaints upheld to date (Within financial year)

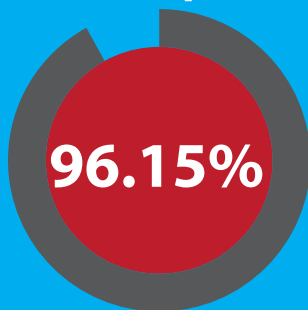
90.75%

25

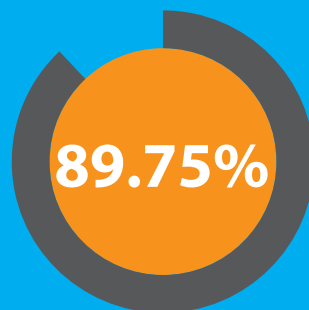
27%

Assets:

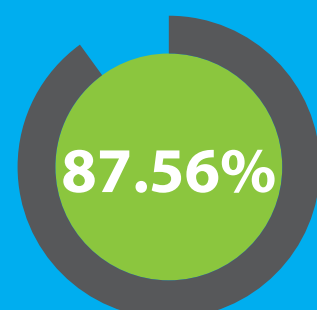
Response Repairs



Emergency
Target is 91%



Urgent
Target is 91%



Routine
Target is 90%

Post Inspections



9.28%
<£600 Target is 10%

99.21%
>£600 Target is 100%