

TECHNICAL SERVICES PERFORMANCE TARGETS 2007/08

Area	Target	Performance	Comment
REACTIVE REPAIRS			
Emergency 4 Hours	100%	Achieved	
Urgent 2 Working Days	95%	94%	1% down on previous year
Routine. 10 Working days	90%	95%	1% up on previous year
Qualifying Repairs 1 day 3 days 7 days	100%	95%	5% down of previous year. However, no compensation payments were made as delays were the result of awaiting materials or access to suit the tenant.
INSPECTIONS			
Pre-Inspections	10%	11%	Same as previous year
Post inspections	10%	9%	Same as previous year
VOIDS			
(With Technical Services) 2 Working days	95%	92%	15% up on previous year.
COMMITTEE			
Committee Reports	4	Achieved	