

Maintenance	target	actual	2010/11 target
Emergency work dealt with within 4 hours	100%	100%	100%
Urgent works dealt within 2 working day	98%	98%	99%
Routine works dealt within 10 working days	96%	97%	97%
Qualifying repairs within deadlines	100%	100%	100%
Void repairs complete within 2 working days	97%	99%	98%
Pre inspection of works	10%	10%	10%
Post inspection of works	10%	12%	10%
Planned works completed within period	100%	100%	100%
All maintenance spend within budgets	Yes	Yes	Yes
Gas safety checks completed within date	100%	98%	100%
% of gas safety checks post inspected	10%	10%	10%
Smoke/carbon monoxide detector safety checks completed within date	80%	74.5%	80%
Spend against Stage 3 award	100%	56%	100%