



Priority 2

Objective 1:

More affordable and suitable housing options



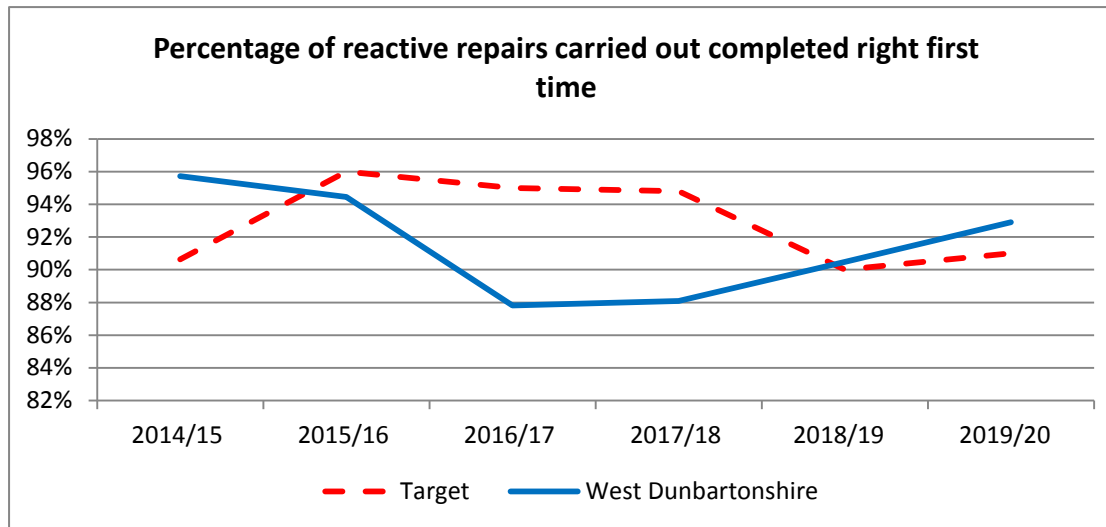
Indicator:

Percentage of reactive repairs carried out completed right first time



Target:

91%



What does the data say?

The latest results for 2019/20 show a sustained improvement in performance from the previous year and continues to be above the target.

Following the introduction of Intergrated Housing Management System (IHMS) in December performance has improved. This will continue to assist with streamlining repair work.