

Priority 2

Objective 1:

More affordable and suitable housing options



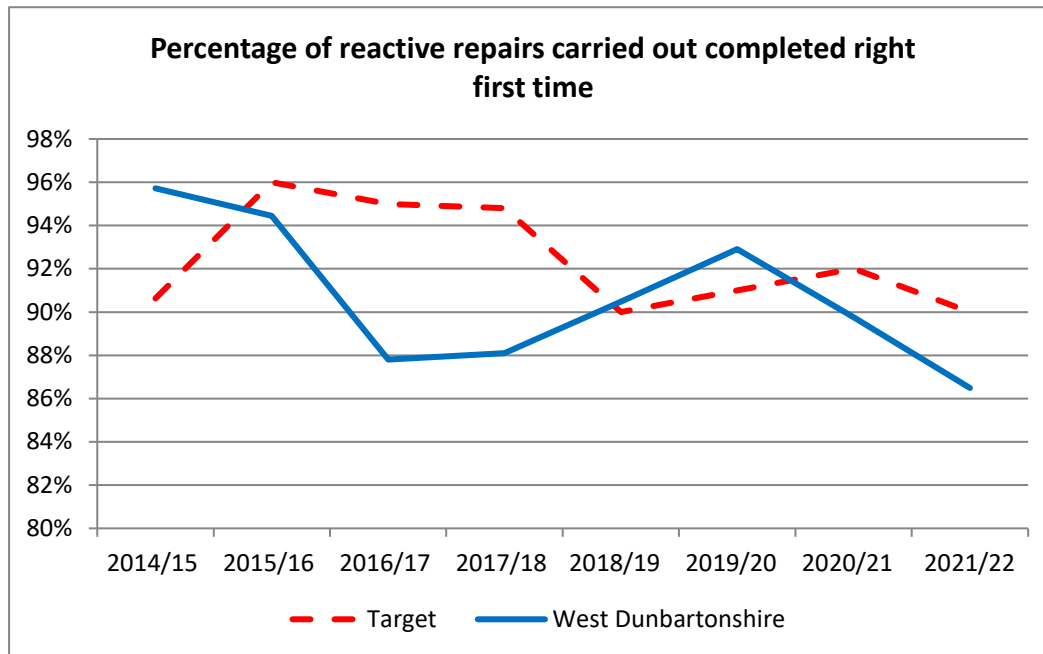
Indicator:

Percentage of reactive repairs carried out completed right first time



Target:

90%



What does the data say?

The latest results for 2021/22 shows 86.5% of reactive repairs carried out were completed right first time, against a target of 90%, the target was not met.

For a repair to be completed Right First Time, the repair must be within the target timescale. With Covid restrictions lifting on 26 April 2021, non essential repairs raised prior to this date resulted in a reduction of repairs being completed by their classification target timescale.