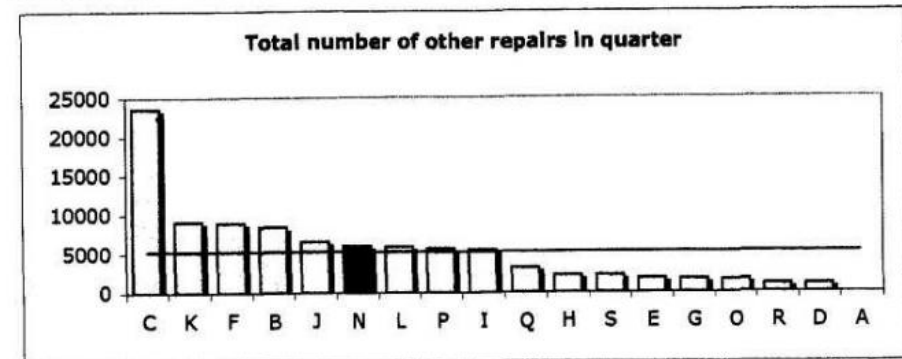
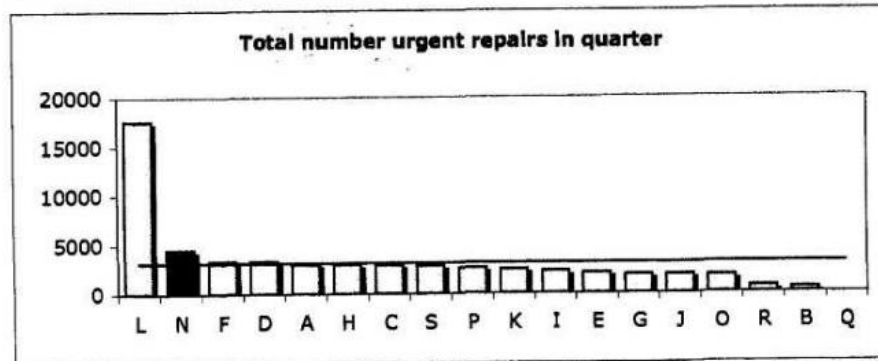
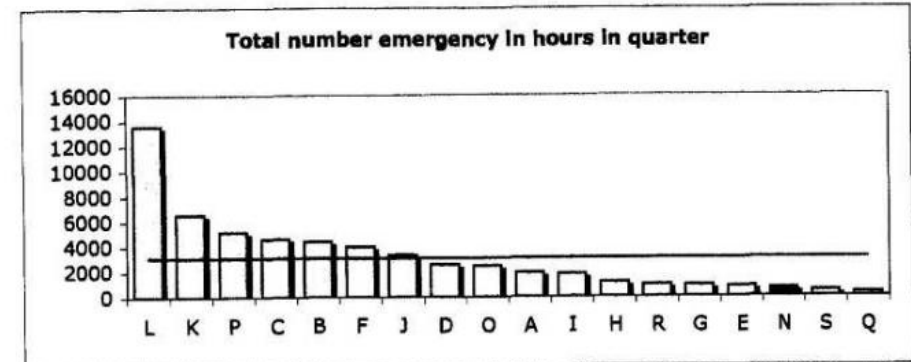
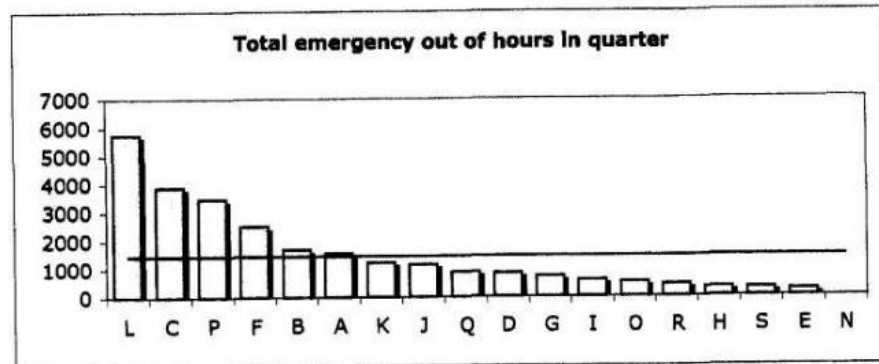
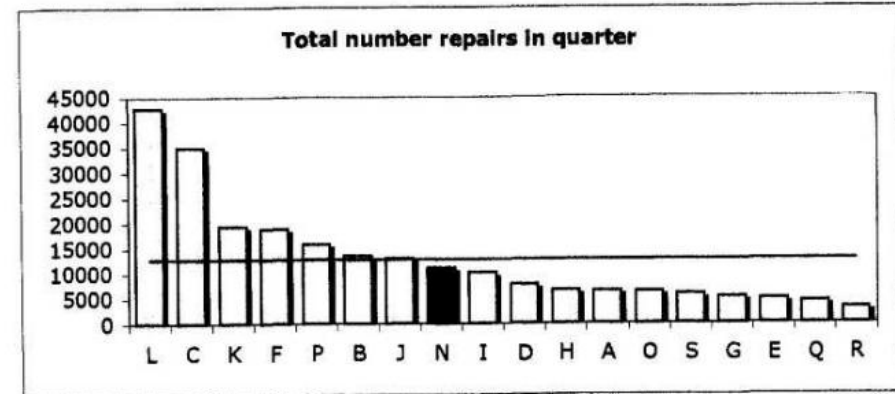


Quarterly Indicators - Number of repairs in quarter

Excluding Temporary Accommodation

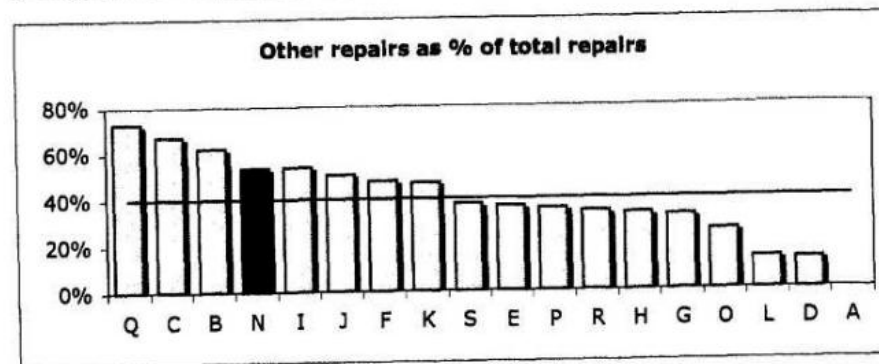
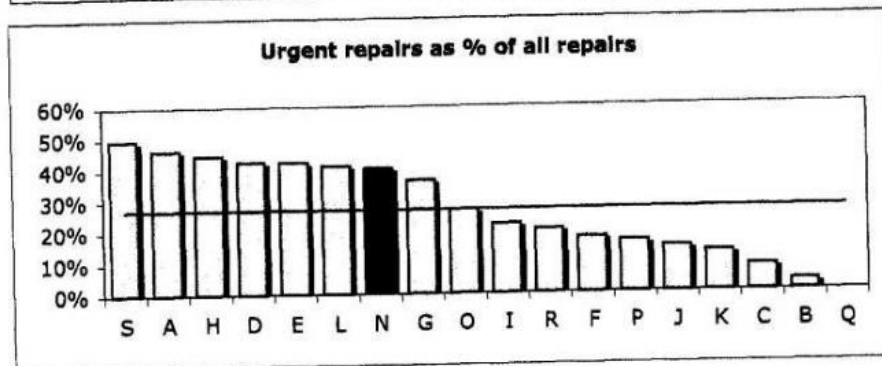
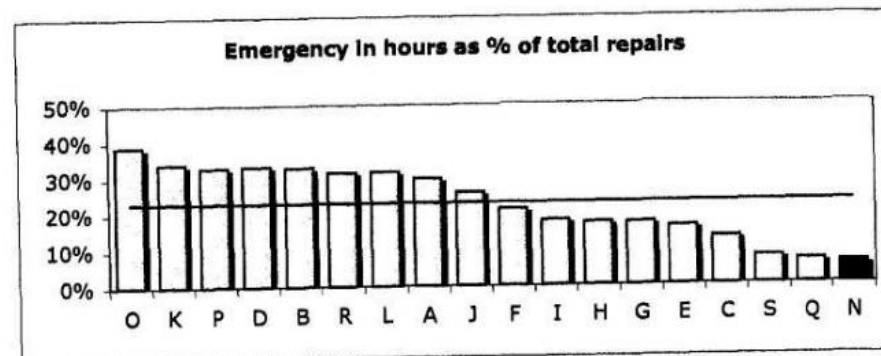
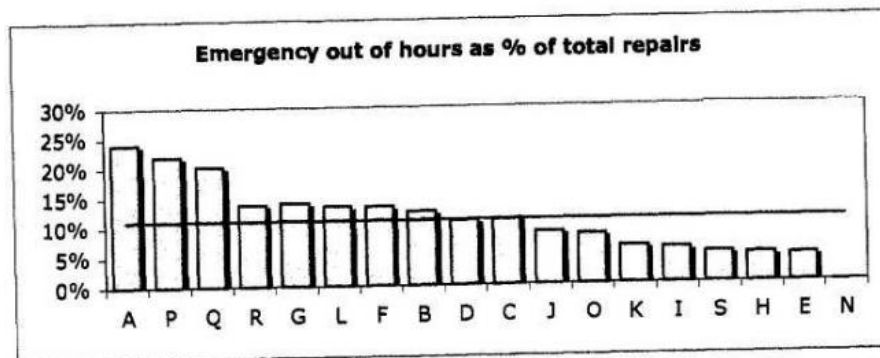
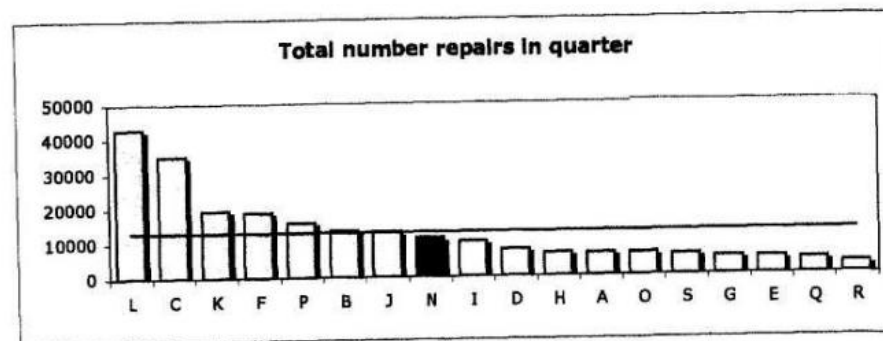
	Black Bar Number of repairs	SHBVN Av
Emergency out of hours	4	1451
Emergency in hours	664	3100
Urgent	4493	3146
Other	5995	5250
Total number of repairs	11156	12806



Quarterly Indicators - as % of total number of repairs

Excluding Temporary Accommodation

	Black Bar % of total repairs	SHBVN Av
Emergency out of hours	0%	11%
Emergency in hours	6%	23%
Urgent	40%	27%
Other	54%	40%



Quarterly Indicators - % of repairs on time

Excluding Temporary Accommodation

	Black Bar % of total repairs	SHBVN Av
Emergency out of hours % on time	100.0%	96.9%
Emergency in hours % on time	100.0%	96.1%
Urgent % on time	99.9%	95.1%
Other % on time	96.2%	93.1%
Total number of repairs % on time	97.9%	94.5%

