Maintenance and Investment Performance Dashboard – December 2022

Colour = Cumulative performance (Tick/Green = On Target, Triangle/Orange = Near to Target, Cross/Red = Not on Target, Blue = No Target) Arrows = comparison against previous month's monthly performance (\uparrow = Improved, \downarrow = Declined, \leftrightarrow = Remained the same)

*Colour scale represents monthly performance

**Aaron Services measures are always a month behind (November 22)

% of homes with a valid gas safety certificate 98.91% ↓ Year to Date Performance 99.06% Target 99.96%	Aarons - % of immediate/call out jobs completed within due date 99.86% ↑ Vear to Date Performance 99.90% ✓ Target 98.50%	Aarons - Gas Repairs - Appointments Made and Kept 99.80% ↓ Year to Date Performance 99.65% √ Target 99.00%	Aarons - % of Complaints against Total Jobs 0.24% ↓ Year to Date Performance 0.15% ✓ Target 1.00%	Aarons - % Inspections co (Col 10.91 Year to Date Pe 9.76% √
Aarons - % of Post Inspections completed (HI) (Aarons)38.18%Year to Date Performance 26.02%★Target 75.00%	Aarons - Electrical testing - % of tests completed 100.00% ↔ Year to Date Performance 100.00% ✓ Target 92.00%	Aarons - Health & Safety – Number of Accidents inc. RIDDOR $0 \longleftrightarrow$ Year to Date Performance 0 Target 0	Aarons - Gas Repairs – Percentage of First Time Fix *Under Review* ✓ Target 87.50%	Aarons - Te Response - 9 within 2 *Under I
Aarons - First time access for Servicing 82.48% ↑ Year to Date Performance 81.98% ✓ Target 75.00%	Aarons - Planned/Reactive Installs - % completed against number profiled 84.62% ↑ Year to Date Performance 48.7% Target 100.00%	Aarons - Planned/Reactive Installs - % of expenditure against actual budget 87.35% ↓ Year to Date Performance 54.30% Target 100.00%	Decent Homes - % of non- decent homes 1.43% ↑ Year to Date Performance 1.43% Target 99.96%	Decent Homes non-decent excluding 11 Year to Date Po 111
Decent Homes – Refusals of DH work on ND properties 243 J Year to Date Performance 243 Target No target	% of complaints replied to within target time − Investment No complaints in month Year to Date Performance 33.33% X Target 95%	JPS - Percentage of Stock Available (end of Nov 22) 98.10% ↑ Year to Date Performance 95.94% ✓ Target 98.00%	JPS – Percentage of deliveries to site within 3hrs (end of Nov 22) 100.00% ↑ Year to Date Performance 96.92% ✓ Target 95.00%	JPS – Percer core stock wi (end of 100.00 Year to Date P 100.00%



95.00%

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*Void Repairs time includes assigning/agreeing contractor time

*Colour scale represents monthly performance

