Quarterly Report 2023-24 - Repairs & Maintenance									
Indicator	ARC INDICATORS Description	TARGETS 2023-24	30/06/2023 Q1	30/09/2023 Q2	31/12/2023 Q3	31/03/2024 Q4	ANNUAL 2022-23	RSL Scottish	Comment
8	Average time taken in hours to complete emergency repairs	4 hrs	02:01	03:07	02:04		1.88 hrs	Average 2021-22 4.16 hrs	
9	Avg time taken in days to complete non- emergency repairs	10 days	7 days	7 days	7 days		11.42 days	8.9 days	
10	% of reactive repairs completed 'Right First Time'	90.00%	99.00%	95.20%			90.83%	88.21%	
11	No. of times you didn't meet statutory duty to provide gas safety check	0	1	0	0		0	n/a	
C10.5	No. of properties in scope of the EESSH that do not meet standard	40	39	39	39			n/a	
	% of properties that meet EESSH standard	96%	96%	96%	96%			n/a	
	no of properties that do not meet SHQS	21	208	105	131		330	n/a	
	% of properties that meet SHQS	98%	80%	90%	88%		69%	72.79%	68 addresses that we have no access for EICRs and 39 which fail EESSH and 19 without door entry in closes where owners do not agree to installation.
	% of tenants satisfied with repairs service	90%	94%		90%		76%	88.03%	
	OTHER PERFORMANCE DATA	ANNUAL 2023/24	30/06/2022 Q1	30/09/2022 Q2	31/12/2022 Q3	31/03/2023 Q4	ANNUAL 2022/23	Comments	
Quality Control - % inspections passed		100.00%	99%	100%	100%				
Repairs Post Inspected		200	131	52	69				
Tenants Satisfied with Maintenance contracts		90.00%		100%	100%				