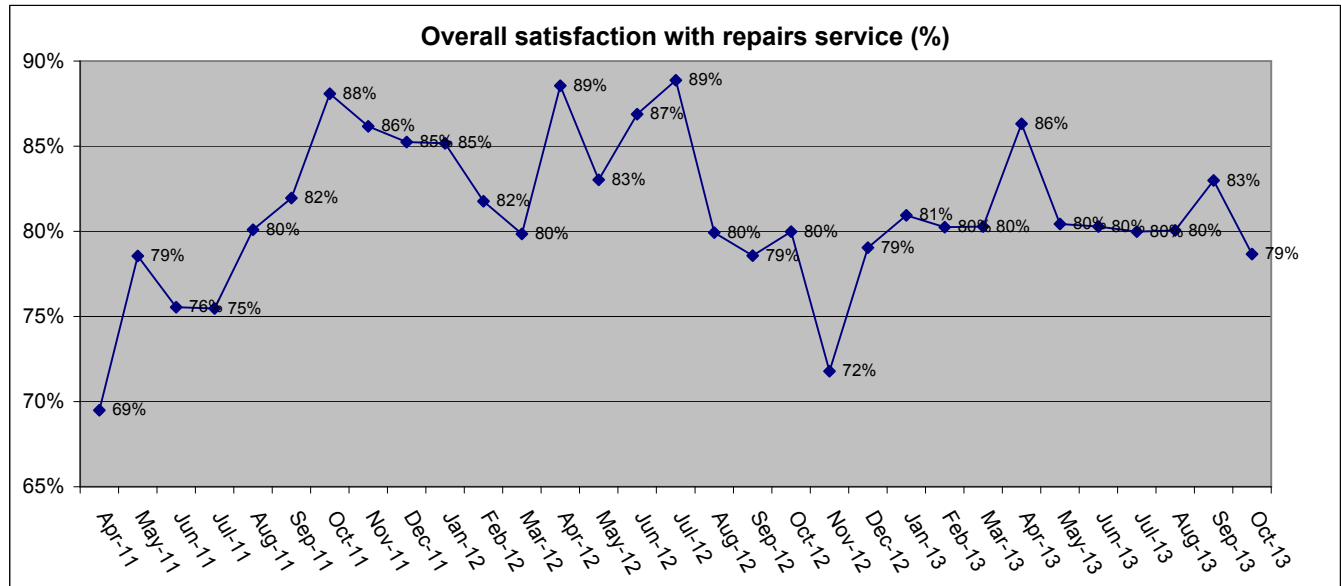


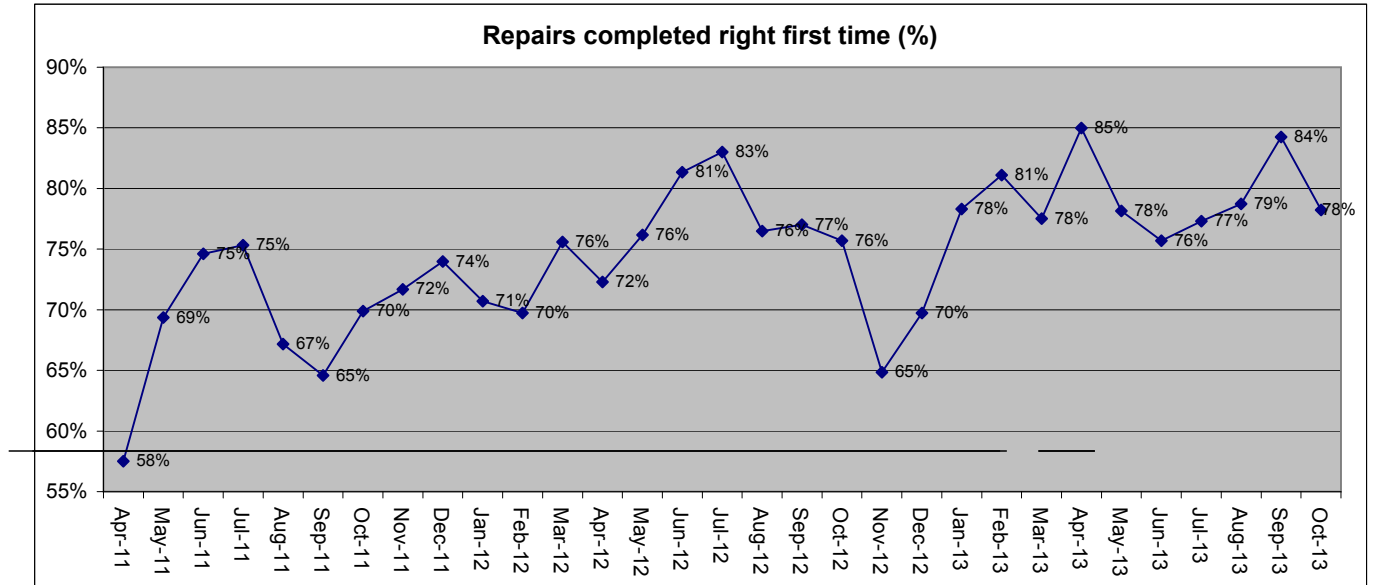
Overall satisfaction with repairs service - monthly surveys by GDIT (in-house Contact Centre from 1st June 2013)

Month	Satisfied	Total responses	Satisfaction %
Apr-11	1050	1511	69%
May-11	1495	1903	79%
Jun-11	1446	1914	76%
Jul-11	563	746	75%
Aug-11	523	653	80%
Sep-11	690	842	82%
Oct-11	672	763	88%
Nov-11	610	708	86%
Dec-11	566	664	85%
Jan-12	580	681	85%
Feb-12	511	625	82%
Mar-12	301	377	80%
Apr-12	557	629	89%
May-12	631	760	83%
Jun-12	503	579	87%
Jul-12	583	656	89%
Aug-12	398	498	80%
Sep-12	473	602	79%
Oct-12	591	739	80%
Nov-12	613	854	72%
Dec-12	679	859	79%
Jan-13	1644	2031	81%
Feb-13	1596	1989	80%
Mar-13	1701	2119	80%
Apr-13	1620	1877	86%
May-13	1558	1937	80%
Jun-13	1233	1536	80%
Jul-13	1354	1693	80%
Aug-13	1281	1600	80%
Sep-13	1453	1751	83%
Oct-13	1449	1842	79%



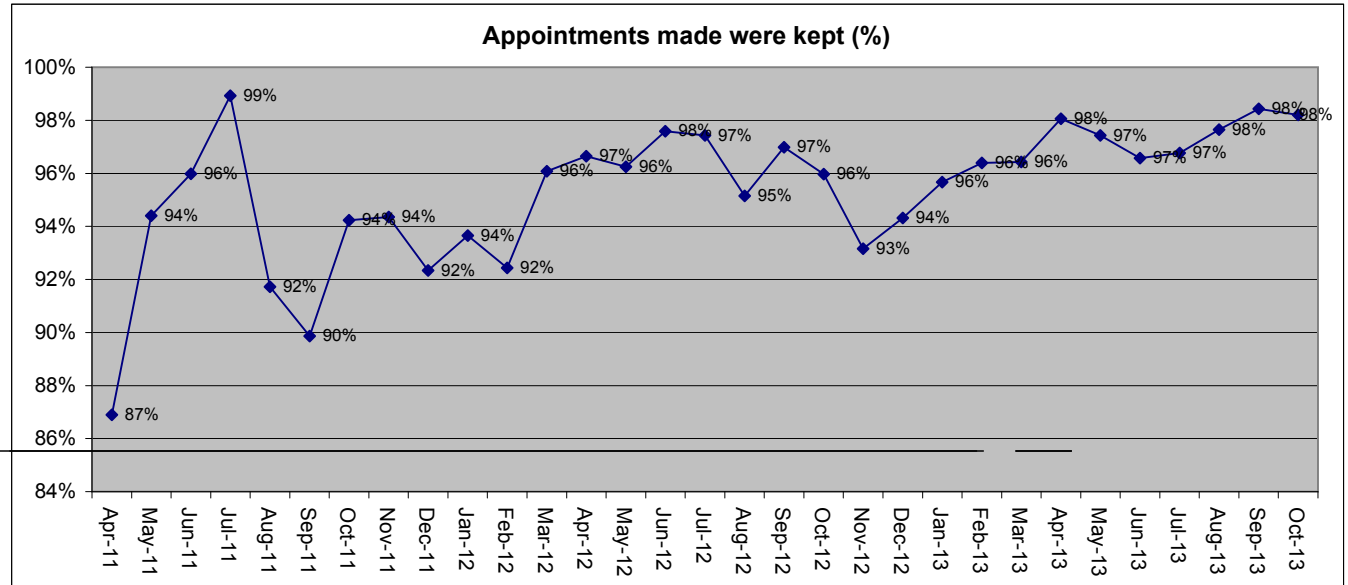
Overall satisfaction with repairs service - monthly surveys by GDIT (in-house Contact Centre from 1st June 2013)

Month	Repairs RFT	Total responses	RFT %
Apr-11	869	1511	58%
May-11	1313	1893	69%
Jun-11	1428	1914	75%
Jul-11	562	746	75%
Aug-11	446	664	67%
Sep-11	618	957	65%
Oct-11	673	963	70%
Nov-11	653	911	72%
Dec-11	560	757	74%
Jan-12	635	898	71%
Feb-12	590	846	70%
Mar-12	347	459	76%
Apr-12	475	657	72%
May-12	607	797	76%
Jun-12	471	579	81%
Jul-12	547	659	83%
Aug-12	387	506	76%
Sep-12	452	587	77%
Oct-12	554	732	76%
Nov-12	544	839	65%
Dec-12	592	849	70%
Jan-13	1538	1964	78%
Feb-13	1574	1941	81%
Mar-13	1592	2054	78%
Apr-13	1562	1838	85%
May-13	1484	1899	78%
Jun-13	1077	1423	76%
Jul-13	1250	1617	77%
Aug-13	1203	1528	79%
Sep-13	1439	1708	84%
Oct-13	1383	1768	78%



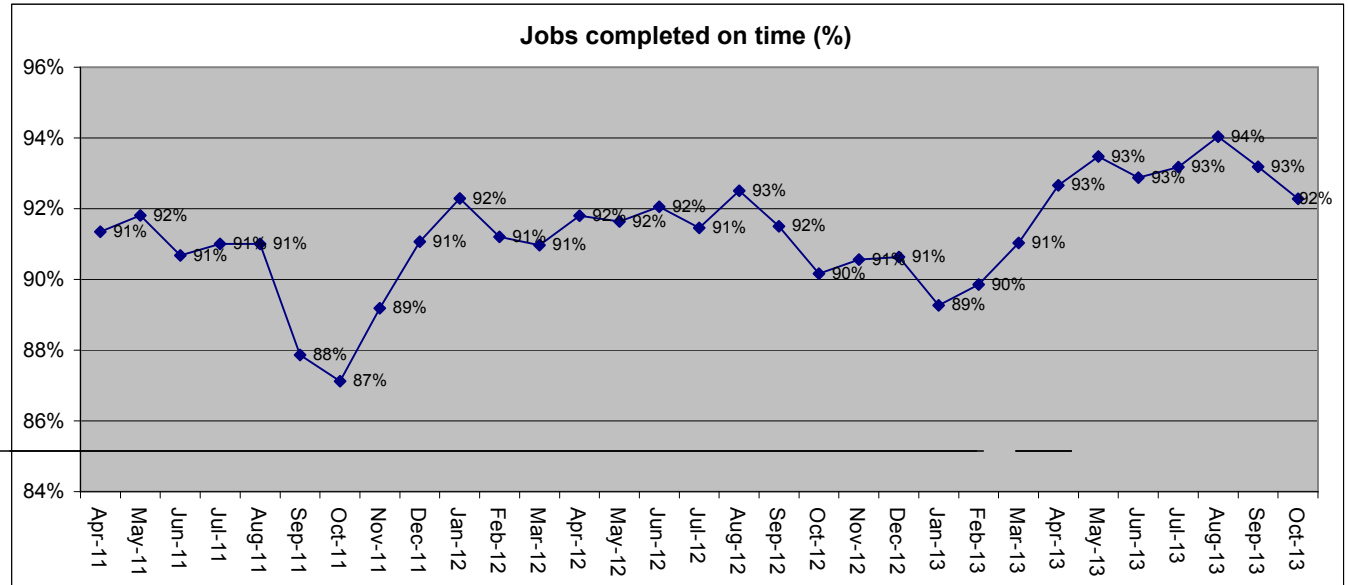
Overall satisfaction with repairs service - monthly surveys by GDIT (in-house Contact Centre from 1st June 2013)

Month	Appointments Kept	Total responses	Appointments Kept %
Apr-11	1313	1511	87%
May-11	1787	1893	94%
Jun-11	1837	1914	96%
Jul-11	738	746	99%
Aug-11	609	664	92%
Sep-11	860	957	90%
Oct-11	719	763	94%
Nov-11	668	708	94%
Dec-11	699	757	92%
Jan-12	841	898	94%
Feb-12	782	846	92%
Mar-12	441	459	96%
Apr-12	633	655	97%
May-12	769	799	96%
Jun-12	565	579	98%
Jul-12	646	663	97%
Aug-12	471	495	95%
Sep-12	578	596	97%
Oct-12	690	719	96%
Nov-12	763	819	93%
Dec-12	763	809	94%
Jan-13	1875	1960	96%
Feb-13	1871	1941	96%
Mar-13	1968	2041	96%
Apr-13	1818	1854	98%
May-13	1820	1868	97%
Jun-13	1382	1431	97%
Jul-13	1614	1668	97%
Aug-13	1533	1570	98%
Sep-13	1689	1716	98%
Oct-13	1750	1782	98%



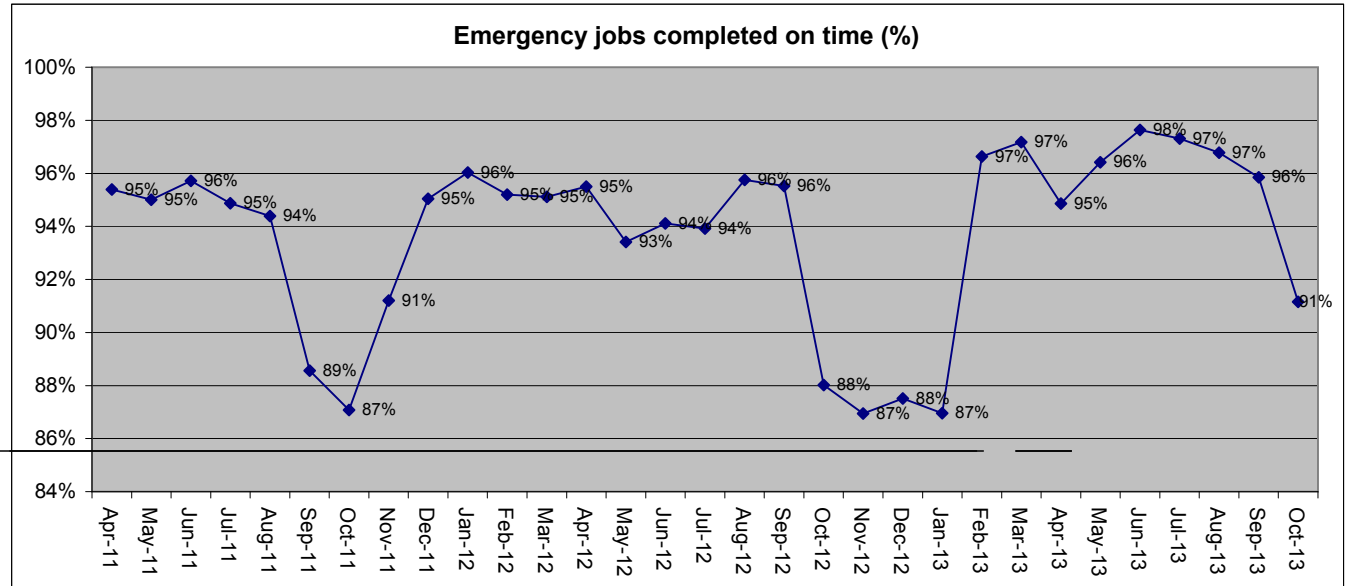
R&M Jobs completed on time (systems data)

Month	Completed	Total responses	Completed on time %
Apr-11	7409	8111	91%
May-11			92%
Jun-11	9560	10543	91%
Jul-11	8552	9398	91%
Aug-11	8318	9126	91%
Sep-11	8433	9598	88%
Oct-11	7469	8573	87%
Nov-11	7869	8823	89%
Dec-11	8145	8944	91%
Jan-12	8281	8973	92%
Feb-12	8104	8886	91%
Mar-12	8216	9032	91%
Apr-12	7849	8550	92%
May-12	8987	9807	92%
Jun-12	8190	8897	92%
Jul-12	9263	10128	91%
Aug-12	8875	9594	93%
Sep-12	8207	8969	92%
Oct-12	7458	8272	90%
Nov-12	11210	12378	91%
Dec-12	7614	8401	91%
Jan-13	9718	10885	89%
Feb-13	9574	10655	90%
Mar-13	9185	10090	91%
Apr-13	8558	9236	93%
May-13	9177	9818	93%
Jun-13	7594	8176	93%
Jul-13	11479	12320	93%
Aug-13	9337	9929	94%
Sep-13	9680	10388	93%
Oct-13	7100	7694	92%



R&M Emergencies completed on time (systems data)

Month	Completed	Total responses	Completed on time %
Apr-11	2050	2149	95%
May-11			95%
Jun-11	2145	2241	96%
Jul-11	2053	2164	95%
Aug-11	1985	2103	94%
Sep-11	2246	2536	89%
Oct-11	2021	2321	87%
Nov-11	2468	2706	91%
Dec-11	2454	2582	95%
Jan-12	2566	2672	96%
Feb-12	2399	2520	95%
Mar-12	2197	2310	95%
Apr-12	1823	1909	95%
May-12	1999	2140	93%
Jun-12	1854	1970	94%
Jul-12	1759	1873	94%
Aug-12	1891	1975	96%
Sep-12	1836	1922	96%
Oct-12	1550	1761	88%
Nov-12	2125	2444	87%
Dec-12	1591	1818	88%
Jan-13	2180	2507	87%
Feb-13	1895	1961	97%
Mar-13	1890	1945	97%
Apr-13	2050	2161	95%
May-13	2154	2234	96%
Jun-13	1443	1478	98%
Jul-13	2129	2188	97%
Aug-13	1504	1554	97%
Sep-13	1338	1396	96%
Oct-13	814	893	91%



	2011/12	2012/13	2013/14*	Target
Overall satisfaction with repairs	79%	81%	82%	90%
Repairs Completed right first time (RFT)	69%	77%	80%	90%
Appointment kept	93%	96%	98%	95%
All repairs completed on time	93%	94%	93%	95%
Emergencies completed on time	95%	94%	96%	95%

* Apr13-Sep13

