












Our Repairs and Maintenance Performance

Our promise for an excellent repairs and maintenance service	How we have performed					
	Is this good or bad?	2008 / 2009	Quarter 1 2009/10	Quarter 2 2009/10	Quarter 3 2009/10	Quarter 4 2009/10
We will make sure that our property meets our empty property standard before you move in.		92.98%	94.23%	93.13%	89.45%	
We will respond to and make safe 100% of out of hour emergency repairs.		100%	100%	100%	100%	100%
We will complete 100% of category one (emergency) repairs within 24 hours.		98.69%	98.79%	99.26%	99.28%	99.35%
We will make and keep an appointment for 95% of responsive repairs.		93.15%	93.89%	95.09%	94.65%	94.68%
We will complete 97% of urgent repairs within government time limits.		96.26%	99.11%	99.09%	99.33%	99.11%
We will complete non-urgent repairs in an average 10 days.		8.2 days	7.44 days	6.89 days	6.51 days	6.12 days
We will prepare properties for letting within 26 calendar days.		25.8 days	25.54 days	24.64 days	25.28 days	25.13 days
We will complete gas servicing once a year.		99.60%	99.67%	99.45%	99.41%	99.70%
We will complete solid fuel servicing once a year.		98.6%	98.65%	98.60%	98.15%	98.48%
It will take us an average of 78 days from referral to the completion of major adaptations.		129.87 days	74.72 days	62.13 days	56.49 days	60.98 days
We will complete minor adaptations within 10 days of the order being placed.		17.6 days	12.42 days	11.86 days	12.13 days	12 days

If you would like more information about our repairs and maintenance performance please contact Ken Tann, Asset Manager or by e-mail to kennethann@berneslaihomes.co.uk