

Reactive repairs performance 2020/2021

We have been carrying out Emergency and Urgent repairs only since the Government's lockdown 23/03/2020 due to the Covid 19 Pandemic. This decision was based upon guidance received from various sources (Health & Safety Executive, Local and National Government) that only essential repairs should be instructed. We will now be carrying out routine repairs to common areas as required and have been carrying out some Programmed repairs as follow ups to urgent and Emergency works where parts or components have to be ordered since this category was approved within the updated Standard Repairs and Maintenance Policy.

Cumulative reactive repairs 2020/21

Reactive Repairs Performance			Completed reactive repairs total		01 April 2020 – 31 Mar 2021	
Priority	Number	On time	%	Average	Total	Target
				Working Days	Day hrs	Days Hrs
Appointment	0					5 days
Emergency	49	49	100%	1hr 53	88.78 Hrs	4 hrs
Urgent	802	802	100%	1.37 Day	1099 Days	2 days
RTR	0					1 day
Routine	1	1	100%	2	2	3 days
Total Non-emergency repairs	803	803	100%	1.37 day	1101	