Table 2 Responsive Repairs Performance Q3 (2025-26)

KPI Ref	Measure	Target	Frequency	Performance	Notes
Housing Management	Ensure we complete emergency repairs within the target timescale of 4 hours	95%	Annual	**97.53%** (79 out of 81 repairs)	
OCOM 11 (s)	Ensure we complete routine (non-emergency) repairs within the target timescale 25 working days	85%	Annual	**95.15%** (373 out of 392 repairs)	