

Our Customer Commitments in Scotland: 2022/23

Commitment	Target	Q1 (Apr – Jun 2022)	Q2 (Jul – Sep 2022)	Q3 (Oct – Dec 2022)	Q4 (Jan – Mar 2023)
Percentage of homes meeting Scottish Housing Quality Standard	100%	74%	78%	81%	81%
Percentage of properties have received their annual gas service	100%	100.00%	99.95%	99.98%	99.95%
Percentage of our blocks of flats which have a fire risk assessment	100%	96.19%	96.73%	98.90%	97.82%
Percentage of repairs completed right first time	89%	99.70%	92.30%	94.70%	94.10%
Average number of days to re-let an empty home – General Needs	24.9	43.58	47.09	46.37	48.41