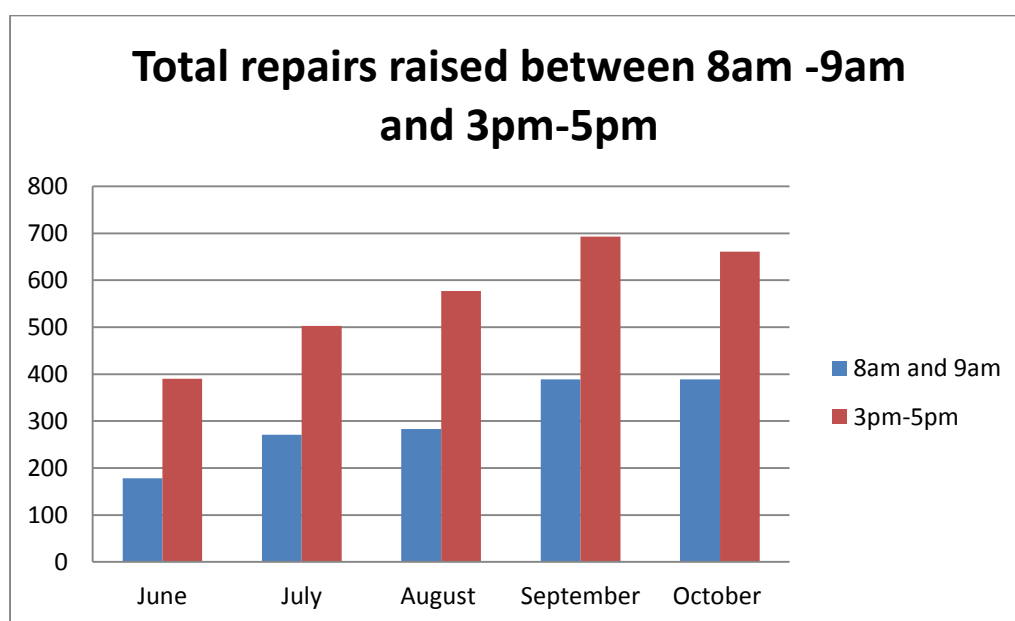
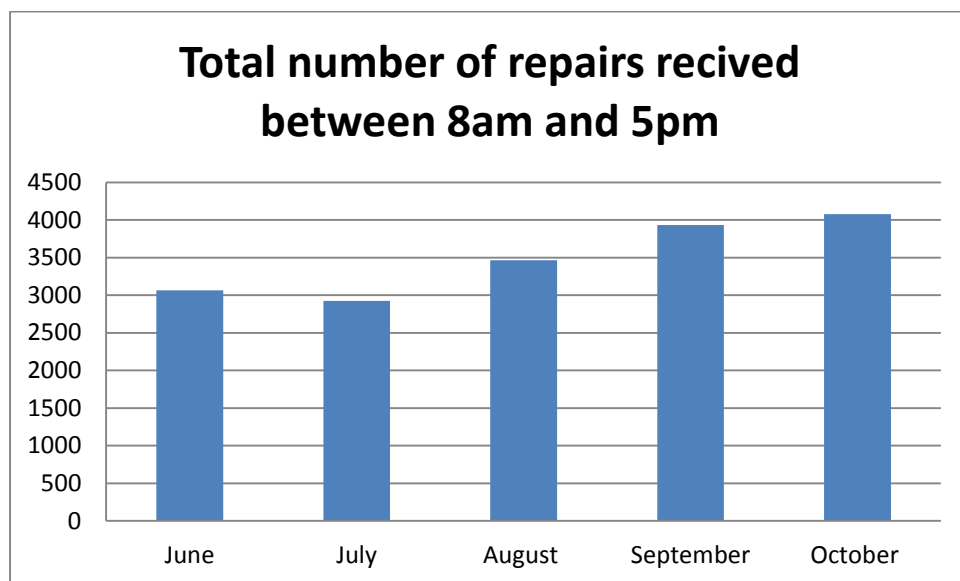


Customer First Strategy Update – Appendix 1



<u>Month</u>	Percentage of all repairs raised between 8am and 9am	Percentage of repairs raised between 3pm and 5pm
June	5%	11%
July	8%	15%
August	8%	14%
September	9%	15%
October	9%	14%

Emergency repairs logged between 8am and 9am and 3pm and 5pm

