

ALL CONTRACTORS						
Orders Printed (Excluding I, E and COT) compared against number of tenants replies record during the same period						
	Orders Issued		Returns Received			
			Number		Percentage	
2007/08	5394		2101		39%	
2006/07	5489		2157		39%	
2005/06	5214		1935		37%	
2004/05	4919		1934		39%	
Standard of Work						
	Reasonable		Unreasonable		Percentage	
2007/08	2063		38		98%	
2006/07	2115		42		98%	
2005/06	1900		45		98%	
2004/05	1877		57		97%	
Time Waiting						
	Reasonable		Unreasonable		Percentage	
2007/08	1970		131		94%	
2006/07	2053		104		95%	
2005/06	1796		139		93%	
2004/05	1672		262		86%	
2003/04	1880		225		89%	
Advised When Calling						
	Yes		No		Percentage	
2007/08	1659		442		79%	
2006/07	1633		524		76%	
2005/06	1375		560		71%	
2004/05	1204		720		63%	
2003/04	1300		805		62%	
Completed in One Visit						
	Yes		No		Percentage	
*2007/08	1670		431			
April	0		199			
Adjusted	1670		232		88%	
* Commenced in April 2007 (Omit April figures)						