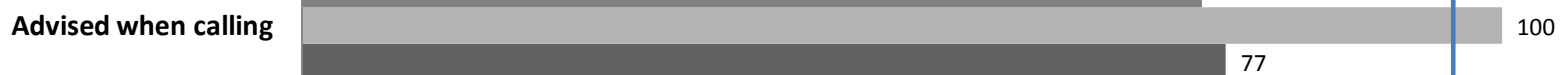
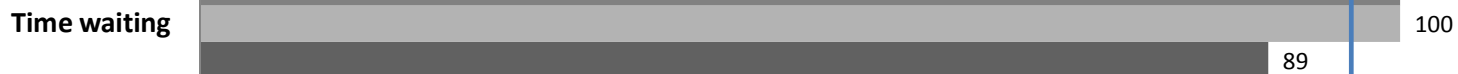


# Harvey 2008-09

Local Performance Indicator L50 I = 1 day E = 3 days U = 7 days



Tenant Satisfaction U = 7 days P = 21 days N = 42 days



■ (1) Mar 09

■ (2) Feb 09 Completed in one visit

■ (3) 1st April 08 - 31st March 08

0 10 20 30 40 50 60 70 80 90 100  
percentage target line 96%