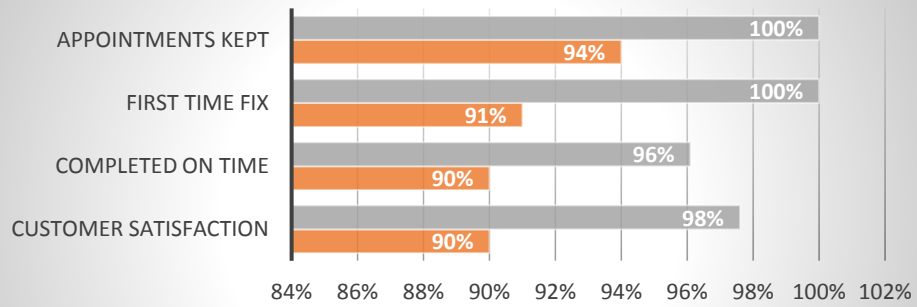
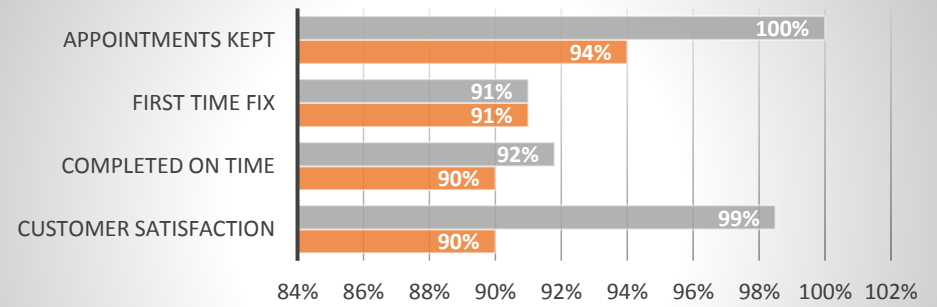


## JANUARY



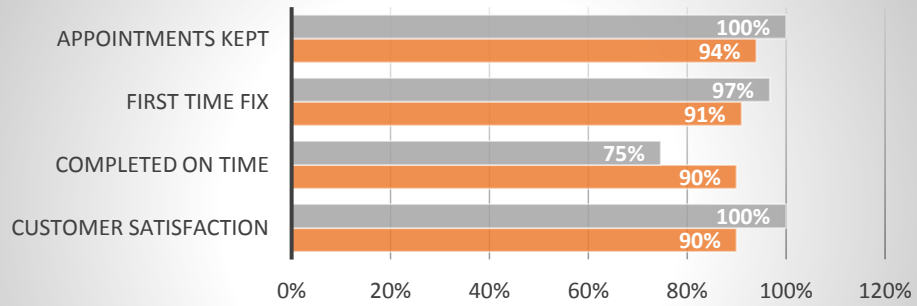
	Customer Satisfaction	Completed on time	First Time Fix	Appointments Kept
■ A1 Properties - KPI Data for 2018	98%	96%	100%	100%
■ Minimum Acceptance	90%	90%	91%	94%

## FEBRUARY



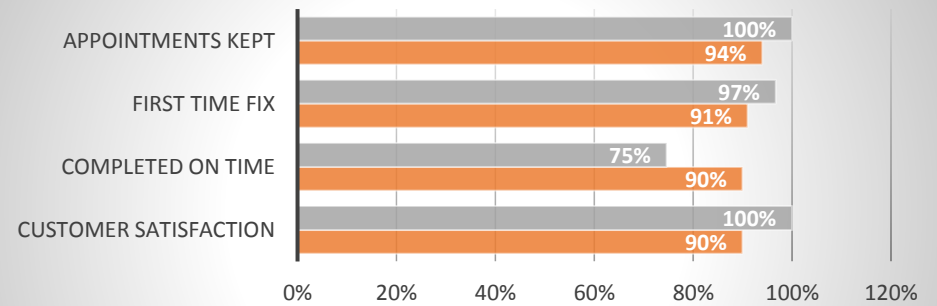
	Customer Satisfaction	Completed on time	First Time Fix	Appointments Kept
■ A1 Properties - KPI Data for 2018	99%	92%	91%	100%
■ Minimum Acceptance	90%	90%	91%	94%

## MARCH



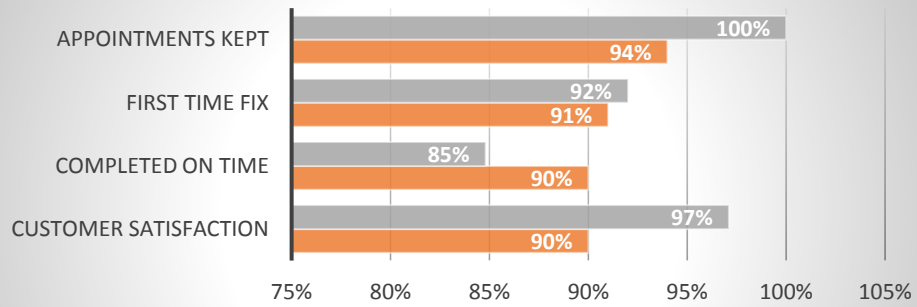
	Customer Satisfaction	Completed on time	First Time Fix	Appointments Kept
■ A1 Properties - KPI Data for 2018	100%	75%	97%	100%
■ Minimum Acceptance	90%	90%	91%	94%

## APRIL



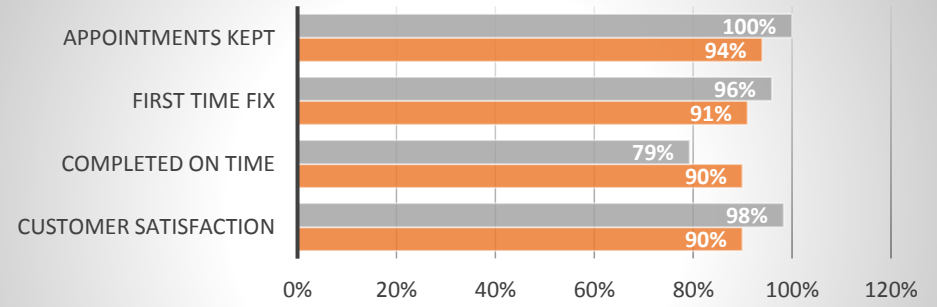
	Customer Satisfaction	Completed on time	First Time Fix	Appointments Kept
■ A1 Properties - KPI Data for 2018	100%	75%	97%	100%
■ Minimum Acceptance	90%	90%	91%	94%

## MAY



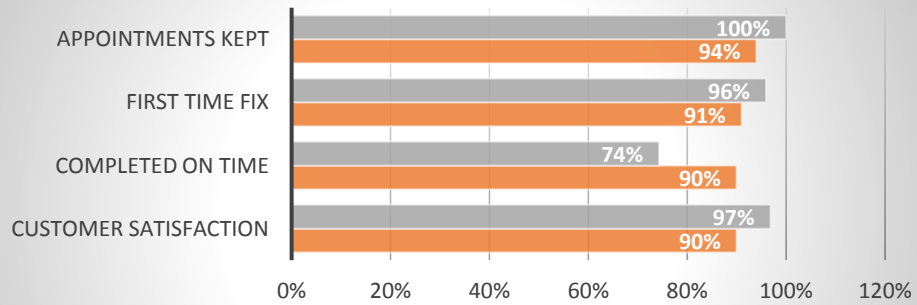
	Customer Satisfaction	Completed on time	First Time Fix	Appointments Kept
■ A1 Properties - KPI Data for 2018	97%	85%	92%	100%
■ Minimum Acceptance	90%	90%	91%	94%

## JUNE



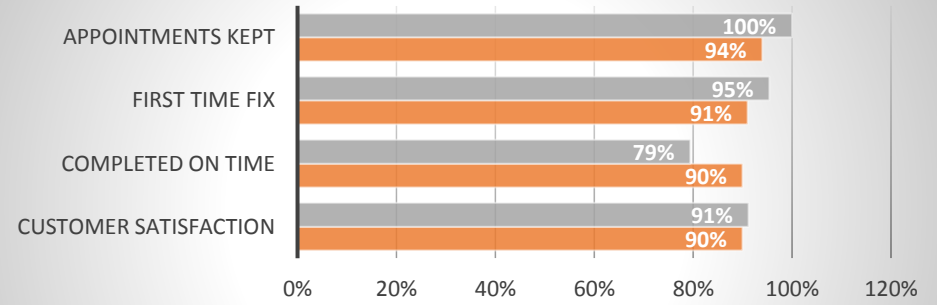
	Customer Satisfaction	Completed on time	First Time Fix	Appointments Kept
■ A1 Properties - KPI Data for 2018	98%	79%	96%	100%
■ Minimum Acceptance	90%	90%	91%	94%

## JULY



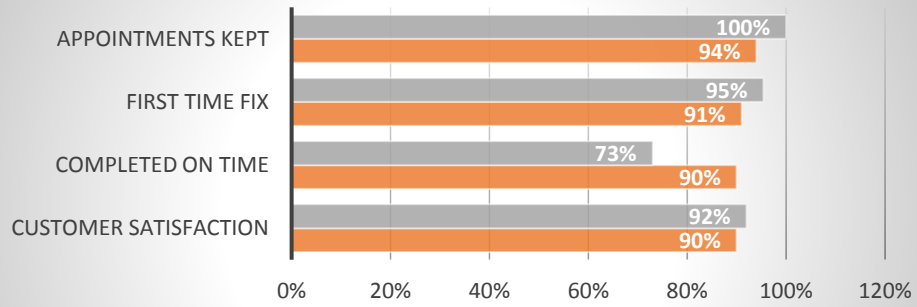
	Customer Satisfaction	Completed on time	First Time Fix	Appointments Kept
■ A1 Properties - KPI Data for 2018	97%	74%	96%	100%
■ Minimum Acceptance	90%	90%	91%	94%

## AUGUST



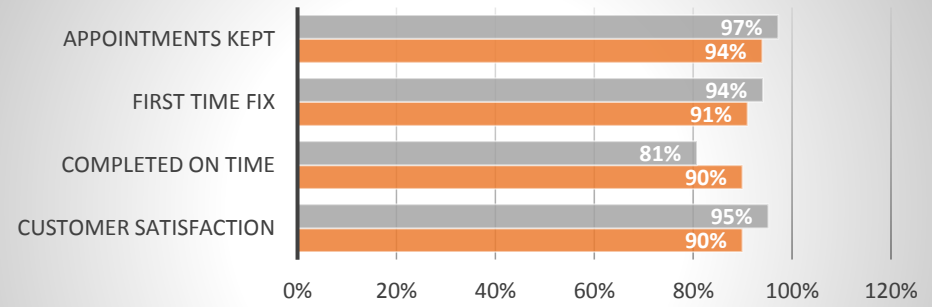
	Customer Satisfaction	Completed on time	First Time Fix	Appointments Kept
■ A1 Properties - KPI Data for 2018	91%	79%	95%	100%
■ Minimum Acceptance	90%	90%	91%	94%

## SEPTEMBER



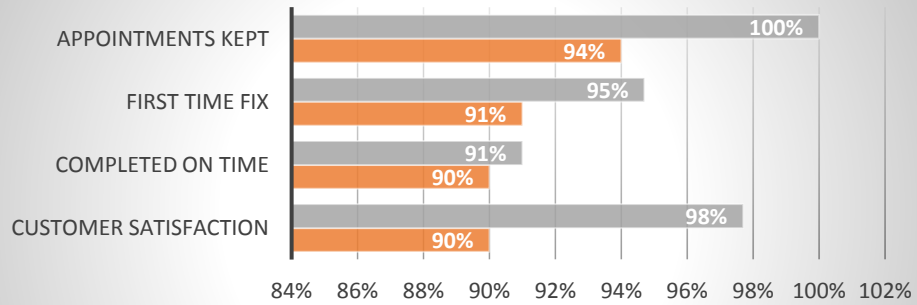
	Customer Satisfaction	Completed on time	First Time Fix	Appointments Kept
■ A1 Properties - KPI Data for 2018	92%	73%	95%	100%
■ Minimum Acceptance	90%	90%	91%	94%

## OCTOBER



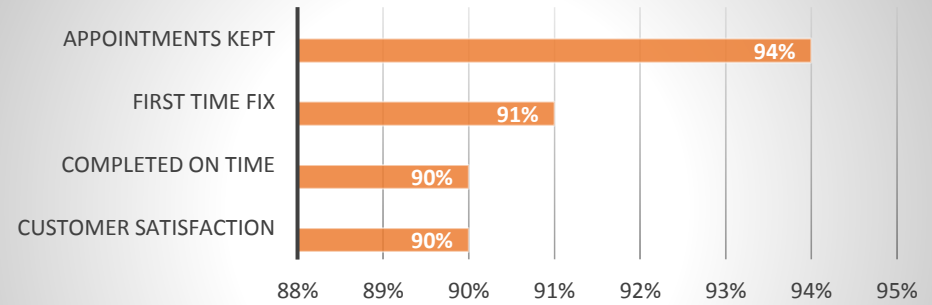
	Customer Satisfaction	Completed on time	First Time Fix	Appointments Kept
■ A1 Properties - KPI Data for 2018	95%	81%	94%	97%
■ Minimum Acceptance	90%	90%	91%	94%

## NOVEMBER



	Customer Satisfaction	Completed on time	First Time Fix	Appointments Kept
■ A1 Properties - KPI Data for 2018	98%	91%	95%	100%
■ Minimum Acceptance	90%	90%	91%	94%

## DECEMBER



	Customer Satisfaction	Completed on time	First Time Fix	Appointments Kept
■ A1 Properties - KPI Data for 2018	90%	90%	91%	94%
■ Minimum Acceptance	90%	90%	91%	94%