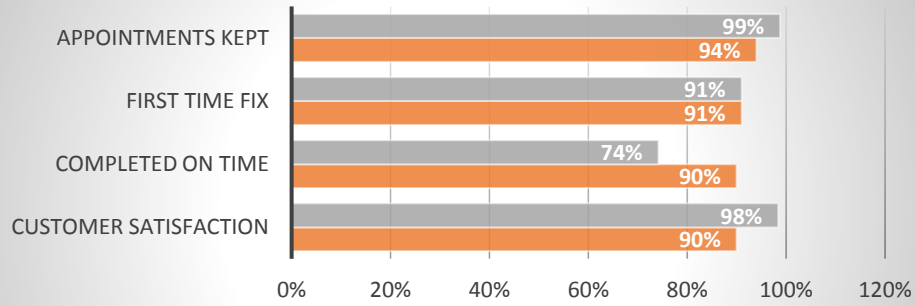
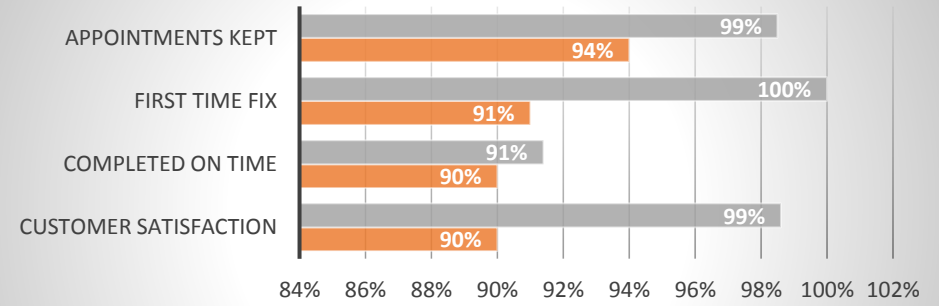


JANUARY



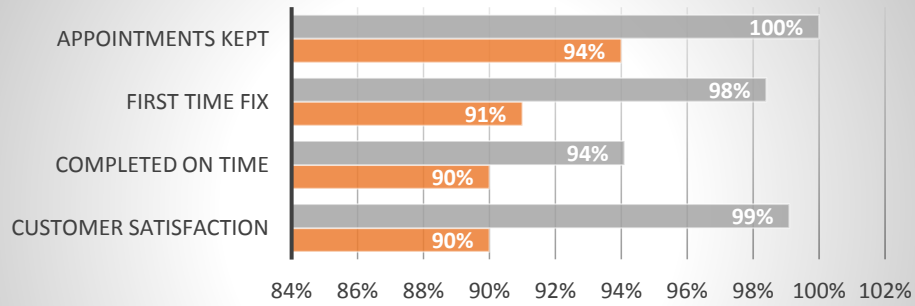
	Customer Satisfaction	Completed on time	First Time Fix	Appointments Kept
■ A1 Properties - KPI Data for 2019	98%	74%	91%	99%
■ Minimum Acceptance	90%	90%	91%	94%

FEBRUARY



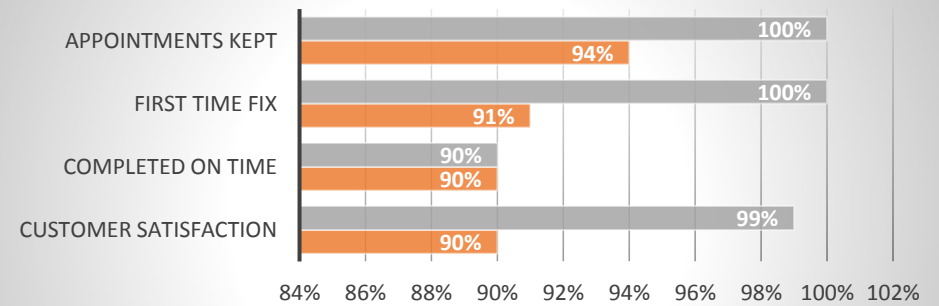
	Customer Satisfaction	Completed on time	First Time Fix	Appointments Kept
■ A1 Properties - KPI Data for 2019	99%	91%	100%	99%
■ Minimum Acceptance	90%	90%	91%	94%

MARCH



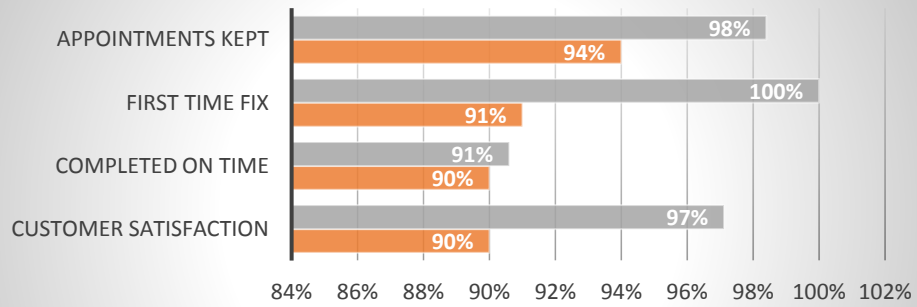
	Customer Satisfaction	Completed on time	First Time Fix	Appointments Kept
■ A1 Properties - KPI Data for 2019	99%	94%	98%	100%
■ Minimum Acceptance	90%	90%	91%	94%

APRIL



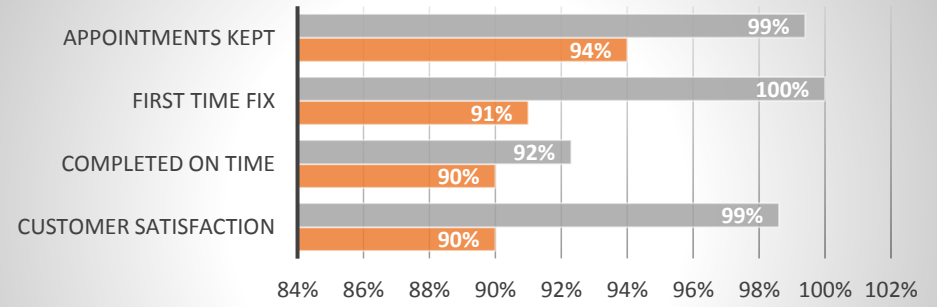
	Customer Satisfaction	Completed on time	First Time Fix	Appointments Kept
■ A1 Properties - KPI Data for 2019	99%	90%	100%	100%
■ Minimum Acceptance	90%	90%	91%	94%

MAY



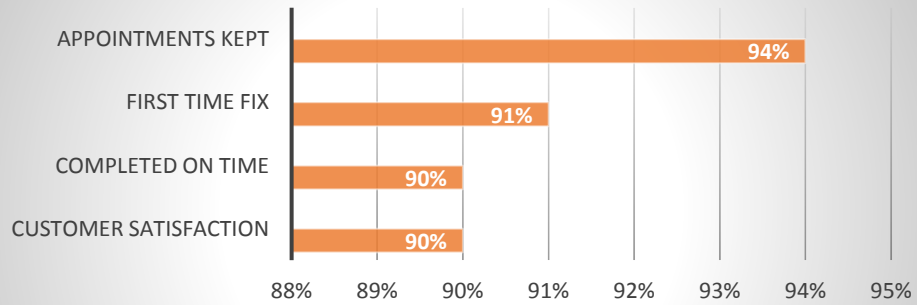
	Customer Satisfaction	Completed on time	First Time Fix	Appointments Kept
■ A1 Properties - KPI Data for 2019	97%	91%	100%	98%
■ Minimum Acceptance	90%	90%	91%	94%

JUNE



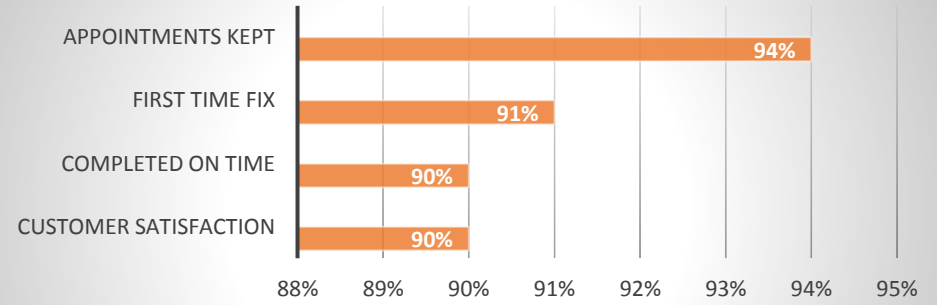
	Customer Satisfaction	Completed on time	First Time Fix	Appointments Kept
■ A1 Properties - KPI Data for 2019	99%	92%	100%	99%
■ Minimum Acceptance	90%	90%	91%	94%

JULY



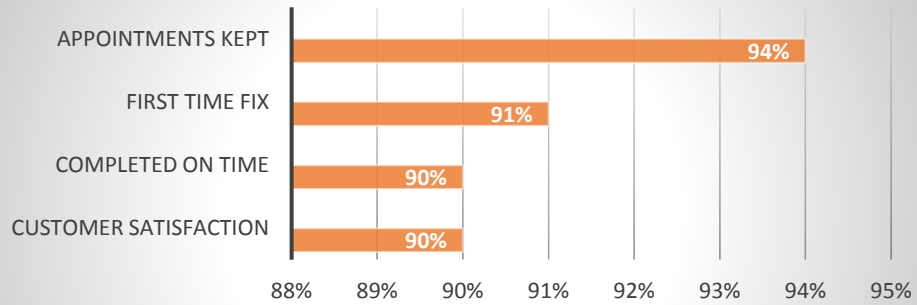
	Customer Satisfaction	Completed on time	First Time Fix	Appointments Kept
■ A1 Properties - KPI Data for 2019				
■ Minimum Acceptance	90%	90%	91%	94%

AUGUST



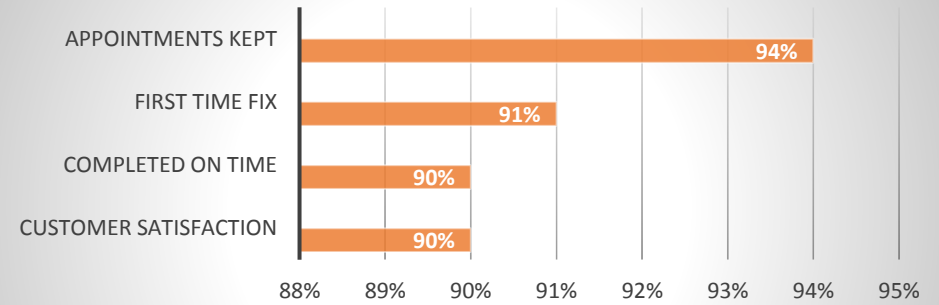
	Customer Satisfaction	Completed on time	First Time Fix	Appointments Kept
■ A1 Properties - KPI Data for 2019				
■ Minimum Acceptance	90%	90%	91%	94%

SEPTEMBER



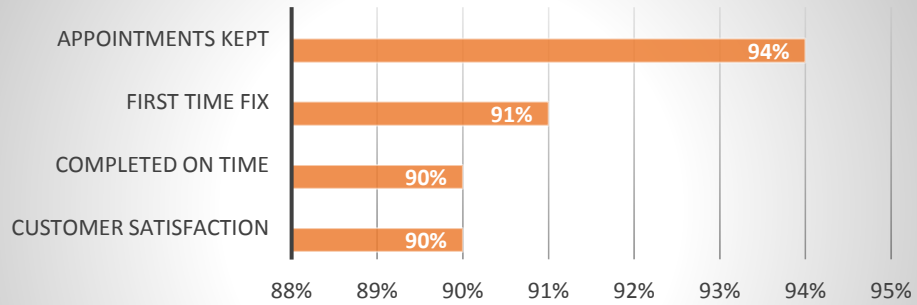
	Customer Satisfaction	Completed on time	First Time Fix	Appointments Kept
■ A1 Properties - KPI Data for 2019				
■ Minimum Acceptance	90%	90%	91%	94%

OCTOBER



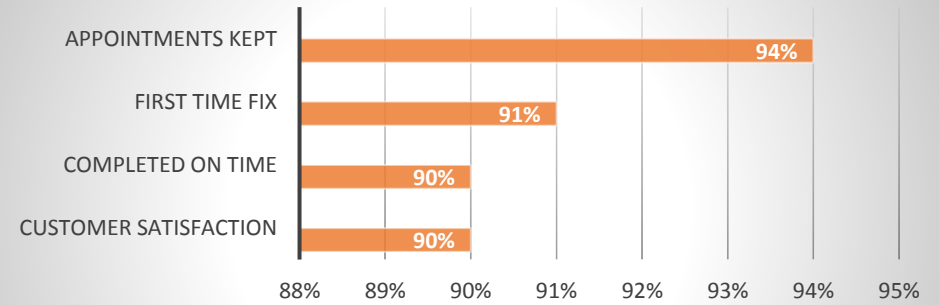
	Customer Satisfaction	Completed on time	First Time Fix	Appointments Kept
■ A1 Properties - KPI Data for 2019				
■ Minimum Acceptance	90%	90%	91%	94%

NOVEMBER



	Customer Satisfaction	Completed on time	First Time Fix	Appointments Kept
■ A1 Properties - KPI Data for 2019				
■ Minimum Acceptance	90%	90%	91%	94%

DECEMBER



	Customer Satisfaction	Completed on time	First Time Fix	Appointments Kept
■ A1 Properties - KPI Data for 2019				
■ Minimum Acceptance	90%	90%	91%	94%