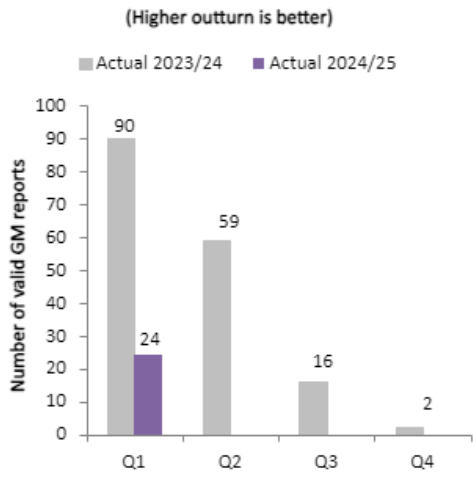


## Appendix B

**ES5: Number of ground maintenance reports where service failure is confirmed as cause (overgrown grass, poorly maintained flower beds etc).** N/A



Quarter	Actual 2022/23	Actual 2023/24	Target 2024/25	Actual 2024/25
Q1		90	Qtr data capture FY Target =	24
Q2		59		
Q3		16		
Q4		2		
Annual		167	140	

Comment:

Q1 = 24 complaints (April - ZERO, May - 11, June - 13).