

Performance Information Report*Key Performance Indicators***May 2013**

KPI Contract Ref	Frequency	Performance Category	KPI Description	Target
1	Monthly	PS 1 - Maintenance & Repairs	% of individual repairs completed within timescales	95.00%
2	Monthly		% of communal repairs completed within timescales	95.00%
6	Annually	PS 2 - Voids & Lettings	Tenant satisfaction with repairs	75.00%
9	Annually	PS 3 - Rent & Arrears	Average relet times	27.00
11	Annually	PS 5 - Other HM Services	% of gross annual rent roll collected	97.00%
12	Annually		Compliance with nuisance and harassment requirements	100.00%
13	Annually		Compliance with Tenancy changes requirements	95.00%
14	Annually	PS 6 - Customer Services	Compliance with Tenancy audit requirements	95.00%
15	Annually		Compliance with compensation requirements	95.00%
16	Monthly		Compliance with telephony requirements	80.00%
17	Monthly	PS 7 - Service & Perf Info	Compliance with OOH telephony requirements	80.00%
18	Monthly		Compliance with electronic access services requirements	90.00%
19	Monthly		Correspondence answered <10 working days	96.00%
20	Monthly	PS 7 - Service & Perf Info	Complaints answered <15 working days	96.00%
21	Monthly		Members enquiries answered <10 working days	96.00%
22	Monthly	PS 7 - Service & Perf Info	Compliance with service & performance info. requirements	95.00%