

Key performance indicators for day-to-day repairs

KPI No.	KPI	Proposed Target	Minimum level of acceptable performance	Responsibility
	Day to day repairs			
R1	% emergency repairs completed within target	100%	100%	Contractor
R2	% Emergency repairs follow-on works completed within target	≥95%	≥90%	Contractor
R3	% urgent repairs completed within target	≥95%	≥90%	Contractor
R4	% standard repairs completed within target	≥95%	≥90%	Contractor
R5	% Day-to-day repairs completed on first visit	≥85%	≥80%	Contractor
R6	% Appointments made and kept (Standard)	≥95%	≥90%	Contractor
R7	Average number of working days taken to complete repairs (Standard)	≤10	≤15	Contractor
R8	No. of overdue outstanding repairs as a % of jobs issued within the month	≤5%	≤10%	Contractor
R9	% of jobs post-inspected that are completed to the satisfaction of the Employer	≥97%	≥95%	Contractor
	Tenant and leaseholder satisfaction			
CS1	Overall Satisfaction with the repairs service	≥95%	≥90%	Contractor & Council
CS2	Satisfaction with the last repair completed	≥95%	≥90%	Contractor & Council
CS3	% of complaints against the Contractor which are upheld	≤10%	≤20%	Contractor
CS4	% of complaints which are escalated to Stage 2	≤20%	≤30%	Contractor & Council

Key performance indicators for refurbishing empty homes to re-let to new tenants

KPI No.	KPI	Proposed Target	Minimum level of acceptable performance	Responsibility
	Refurbishing empty properties			
V1	% of homes requiring minor refurbishments completed within timescale (<14 calendar days)	≥95%	≥90%	Contractor
V2	% of homes requiring major refurbishments completed within timescale (<28 calendar days)	≥95%	≥90%	Contractor
V3	% Post inspections completed as satisfactory	≥95%	≥90%	Contractor
V4	Tenant satisfaction with new home after moving in	≥90%	≥85%	Contractor & Council
V5	Average no. of day-to-day repairs per home raised within first 3 months of tenant moving in	≤0.67	≤1.00	Contractor & Council

Key performance indicators for planned maintenance (for example, kitchen and bathroom replacements, roofs and fire safety works)

KPI No.	KPI	Proposed Target	Minimum level of acceptable performance	Responsibility
	Planned maintenance			
P1	Tenant satisfaction with works completed	≥95%	≥90%	Contractor & Council
P2	Leaseholder satisfaction with works completed (leaseholders)	≥95%	≥90%	Contractor & Council
P3	% Post inspections at handover completed as satisfactory without defects	≥95%	≥90%	Contractor
P4	% homes where planned works completed but defects have been reported	≤2.5%	≤5.0%	Contractor
P5	% works completed within agreed timescale	≥95%	≥90%	Contractor
P6	The difference between the actual cost of completed planned works compared to the estimated costs provided before work started	≤5%	≤10%	Contractor & Council
P7	No. of incidences under the Reported Injuries, Diseases and Dangerous Occurrences Regulation	0	0	Contractor
P8	% of complaints against the Contractor which are upheld	≤10%	≤20%	Contractor
P9	% of complaints which are escalated to Stage 2	≤20%	≤30%	Contractor & Council