

# LB Brent & First Wave Housing Ltd Service Level Agreement - 2023/2

## Schedule Three - KPIs

Service	Service Area	Owner	KPI	Target	Measure
Housing Management	Income Collection	Head of Housing and Neighbourhoods	Rent Collection	98.5%	Rent collected as a % of rent due. This is measured on a 4 weekly cycle in line with BACs payments to FWH.
Housing Management	Housing Management - All	Head of Housing and Neighbourhoods	Perception Customer Satisfaction	80% satisfied with the condition of the property	Biannual Survey
Housing Management	Housing Management - All	Head of Housing and Neighbourhoods	Perception Customer Satisfaction	80% satisfied with the management of the property.	Biannual Survey
Housing Management	Housing Management - All	Head of Housing and Neighbourhoods	Transactional Customer Satisfaction	80% satisfied with the responsive repairs service.	Annual Survey
Housing Management	Housing Management - All	Head of Housing and Neighbourhoods	Transactional Customer Satisfaction	TBC % Satisfaction with Anti-Social Behaviour	Monthly Reporting
Housing Management	Housing Management - All	Head of Housing and Neighbourhoods	Transactional Customer Satisfaction	TBC % Satisfaction with Lettings	Monthly Reporting
Housing Management	Housing Management - All	Head of Housing and Neighbourhoods	Transactional Customer Satisfaction	TBC % Satisfaction with Communal Repairs	Monthly Reporting
Housing Management	Neighbourhood Services	Head of Housing and Neighbourhoods	Complaints	100% resolved within statutory timescales	Complaints resolved through management agents agreed procedures.
Housing Management	Neighbourhood Services	Head of Housing and Neighbourhoods	Home Visits	100%	% of Portfolio properties home visited every two years. All properties to have been visited by end of 2021
Housing Management	Neighbourhood Services	Head of Housing and Neighbourhoods	Arrears	Contextual	Current tenant arrears as percentage of projected annual rent debit
Property Management	Re-let Voids	Head of Housing Property Services	Average re-let void cost	Contextual	Total cost of re-let voids divided by total number of re-let voids
Property Management	Re-let Voids	Head of Housing Property Services	Minor void turnaround time	35 days	Void period from tenancy end date to tenancy start date for minor voids

Property Management	Re-let Voids	Head of Housing Property Services	Major void turnaround time	75 days	Void period from tenancy end date to tenancy start date for major voids
Property Management	Repairs	Head of Housing Property Services	Average repair cost per property, per annum, including common areas.	£750	The average cost of responsive repairs on the portfolio as charged by the housing management agent (excludes gas servicing).
Property Management	Re-let Voids and PRS Voids	Head of Housing Property Services	Void rent loss	1%	% of total annual rental income lost to void periods
Property Management	Repairs	Head of Housing Property Services	% of Emergency Repairs completed within 24 hours	100%	The % of all emergency repairs resolved within 24 hours measured each quarter. Qualifying repairs are contained in the housing management contracts.
Property Management	Repairs	Head of Housing Property Services	% of Urgent Repairs completed within 7 days	95%	The % of all urgent repairs resolved within 24 hours measured each quarter. Qualifying repairs are contained in the housing management contracts.
Property Management	Repairs	Head of Housing Property Services	% of Routine Repairs Completed within 28 days	95%	The % of all routine repairs resolved within 24 hours measured each quarter. Qualifying repairs are contained in the housing management contracts.
Property Management	Repairs	Head of Housing Property Services	Customer satisfaction with Repairs Service	85%	The % of customer who are satisfied with their repairs service
Housing Management	Call Centre	Head of Housing and Neighbourhoods	Percentage of calls answered	80%	Percentage of calls answered
Housing Management	Call Centre	Head of Housing and Neighbourhoods	Percentage of calls answered in 3 min	80%	Percentage of calls answered in 3 min