

## Appendix 4 - i4b Business Plan SLA 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 i4B. |
| Housing Management | Housing Management -   | Head of Housing and Neighbourhoods | Perception Customer Satisfaction    | 80% satisfied with the condition of the property   | Biannual Survey  |
| Housing Management | Housing Management -   | Head of Housing and Neighbourhoods | Perception Customer Satisfaction    | 80% satisfied with the management of the property. | Biannual Survey  |
| Housing Management | Housing Management -   | Head of Housing and Neighbourhoods | Transactional Customer Satisfaction | 80% satisfied with the responsive repairs service. | Monthly reporting  |
| Housing Management | Housing Management -   | Head of Housing and Neighbourhoods | Transactional Customer Satisfaction | TBC % Satisfaction with Anti-Social Behaviour      | Monthly Reporting  |
| Housing Management | Housing Management -   | Head of Housing and Neighbourhoods | Transactional Customer Satisfaction | TBC % Satisfaction with Lettings                   | Monthly Reporting  |
| Housing Management | Housing Management -   | 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  |

|                     |  |                                    |  |            |   |
|---------------------|--|------------------------------------|--|------------|---|
| 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   |
| Legal Services      | Conveyancing legal support (Purchases) | Corporate Director - Governance    | Instructing Legal – Legal reporting to property  | 85         | The average number of calendar days between property instructing legal to legal reporting to property. Activity included in this period includes legal due diligence and title reporting. |
| Legal Services      | Conveyancing legal support (Purchases) | Corporate Director - Governance    | Legal reporting to property – DA approval agreed | 18         | The average number of calendar days between legal reporting to property to delegated approval agreed. Activity during this period includes delegated authority approval                   |
| Legal Services      | Conveyancing legal support (Purchases) | Corporate Director - Governance    | DA approval – Keys handed to refurbishment       | 18         | Period in calendar days between delegated authority approval to the purchase of the property including the period taken to provide keys/handover pack to refurbishment.                   |
| 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 | PRS Voids                              | Head of Housing Property Services  | Average PRS void cost                            | Contextual | Total cost of PRS voids divided by total number of PRS voids  |
| Property Management | Re-let Voids and PRS V                 | 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 and PRS V | 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 V | 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   |

|                                      |  |  |  |     |   |
|--------------------------------------|--|--|--|-----|---|
| Property Services                    | PRS Acquisitions   | Head of Property                                 | Property Negotiation – PRS panel to instructing legal              | 60  | The average number of calendar days in the reporting period between PRS panel instruction to property instructing legal. Activity in this period includes the negotiation of property price and the vendor's acceptance of offer. |
| Property Services                    | Future Development and block purchases   | Head of Property                                 | At least 6 viable opportunities to be reviewed each financial year | N/A | 6 options reviewed with the board by year end.  |
| Property Services and Legal Services | Property Acquisitions - PRS Street Properties and Conveyancing legal support (Purchases) | Corporate Director - Governance/Head of Property | Instruction to keys  | 130 | Period in calendar days between property instructing legal to the purchase of the property including the period taken to provide keys/handover pack to refurbishment.   |
| Property Services and Legal Services | Property Acquisitions - PRS Street Properties and Conveyancing legal support (Purchases) | Corporate Director - Governance/Head of Property | Properties purchased a year  | 48  | 48 Properties purchased a year  |