

Appendix 4 - FWH 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 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 | tbc | 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 |

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|---------------------|----------------------------|------------------------------------|--|---------|--|
| 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 |