PI Code	Performance Indicators
H-IM1b	% of Rent collected (WH Only)
H-IM2	% Rent arrears of current tenants as a proportion of rent roll (GNPI 29) (WH only)
H-IM3	% Rent arrears of former tenants as a proportion of rent roll
STATISTIC	Number of food bank referrals
STATISTIC	Number of Money Smart Team referrals
H-NS2	% of Waste removal / fly tipping jobs completed in time
STATISTIC	Number of waste tipping requests received this month
BS-HR1	Percentage of working days lost to sickness absence in month
H-HD1	Homes Direct - % of customers calls answered within 80 seconds
H-HD2	Homes Direct - % of customer calls answered
STATISTIC	Number of calls received
STATISTIC	Number of calls answered
STATISTIC	% of calls answered
STATISTIC	Number of calls abandoned
TSM NM01	Anti-Social Behaviour (ASB) cases relative to the size of the landlord (TSM)
TSM CF02a	% of Complaints responded to within Complaint Handling Code timescales (CH02) - Stage 1
TSM CF02b	% of Complaints responded to within Complaint Handling Code timescales (CH02) - Stage 2
TSM CH01a	Number of complaints, relative to the size of the landlord (TSM CH01) - Stage 1
TSM CH01b	Number of complaints, relative to the size of the landlord (TSM CH01) - Stage 2
BS-CF3	% of Members Enquiries responded to within timescales
STATISTIC	Number of Members Enquiries responded to
H-TM8	% of tenancies contacted with the last 12 months
STATISTIC	Number of current tenancies
STATISTIC	Number of tenancies not contacted
STATISTIC	Number of units in management (Total WH Stock)
HO-HS2	Average time spent in temp - no of days (across all forms)
STATISTIC	Number of customers owed a "Duty" as a percentage of overall demand
STATISTIC	Number of all presentations (Overall Demand/Total Customers)
CI-LT3	% Rent lost from empty properties
STATISTIC	Number of social housing lettings (void property lettings) completed in the month

STATISTIC	Number of new voids arising this month
STATISTIC	Number of current voids
STATISTIC	Number on the Waiting List (People Registered for Housing)
STATISTIC	Number of new Housing Applications received in the month
P-V1	Average time to repair voids, overall, (including TA)
P-V3	Key to key time for void properties (including TA properties)
CI-LT1	Average time taken to relet properties (ready to let to new Tenancy Start)
CI-LT4	% new tenants satisfied with the allocation & lettings process
TSM RP02a	% of Non-emergency repairs completed within target timescale (TSM RP02)
TSM RP02b	Emergency repairs completed within 24 Hours (TSM RP02)
RP3	Response repairs completed within timescales (HOUSEMARK)
P-R1	% Responsive repairs during period for which an appointment was made/kept
P-R2	% of Planned repairs completed within timescales
STATISTIC	Outstanding repairs (WH Only) - total
STATISTIC	Number of response repair requests received (WH Only)
STATISTIC	Number of response repairs completed (WH Only)
STATISTIC	Number of repairs where no access has been possible.
STATISTIC	Number of Section 11 claims received
TSM BS01	% of valid Landlord Gas Safety Records (LGSR) for tenanted properties (TSM BS01)
STATISTIC	Properties requiring a LGSR
STATISTIC	Number of LGSR cases overdue
STATISTIC	% outstanding that are compliant with the no access procedure
COM2	% of domestic properties with EICR certificates up to five years old.
STATISTIC	Number of EICR Cases over 5 years
STATISTIC	Electrical Installations with a valid certificate
DMC 1A	Total % of damp, condensation and /or mould related service requests inspected within target
DMC 1B	Total % of damp, condensation and /or mould related works orders completed within target
STATISTIC	DMC - New requests
STATISTIC	DMC - Inspected
STATISTIC	DMC - Cancelled
STATISTIC	DMC - Completed

STATISTIC	DMC - Work in progress
TSM BS05	% of Passenger lifts serviced within timescale (TSM BS05)
COM3	% of Passenger lifts availability
STATISTIC	Number of lift sites requiring service
TSM BS04	% of Sites where a risk assessment has been carried out for control of Legionella Bacteria in domestic water systems within a 2 year period (TMS BS04)
STATISTIC	Number of Sites requiring a Legionella Risk Assessment
TSM BS02	The management of Fire Risk Assessments (FRA's); the percentage re-inspected within timescale (Regulatory Reform (Fire Safety) Order 2005) (TSM BS02)
STATISTIC	Number of Fire Risk Assessments completed in the month
STATISTIC	Number of Fire Risk Assessments required in the month
STATISTIC	Total Properties requiring a FRA
STATISTIC	Total FRA's completed
TSM BS03	The Duty to Manage Asbestos – the percentage re-inspected within timescales (Regulation 4 - Non Domestic Premises - Control of Asbestos Regulations (CAR) 2012)
STATISTIC	The number of Asbestos sites requiring re-inspection in the month
TSM TP01	Overall Satisfaction
TSM TP02	Satisfaction with Repairs
TSM TP03	Satisfaction with time taken to complete the most recent repair
TSM TP04	Satisfaction that the home is well maintained
TSM TP05	Satisfaction that the home is safe
TSM TP06	Satisfaction that the landlord listens to tenant views and acts upon them
TSM TP07	Satisfaction that the landlord keeps tenants informed about things that matter to them
TSM TP08	Agreement that the landlord treats tenants fairly and with respect
TSM TP09	Satisfaction with the landlords approach to handling complaints
TSM TP10	Satisfaction that the landlord keeps communal areas clean and well maintained
TSM TP11	Satisfaction that the landlord makes a positive contribution to neighbourhoods
TSM TP12	Satisfaction with the landlords approach to handling anti-social behaviour
TSM RP01	Homes that do not meet the Decent Homes Standard (%) (ANNUAL INDICATOR)

	TSM Indicators
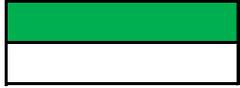
	Additional WH Indicators
	Supporting Stats