

## Wolverhampton Homes Suite of Key Performance Indicators

## Appendix 2

Department	Housemark	White Paper	Consumer Standard	PI Code	<b>Compliance Indicators - Infographic</b>
Contracts & Compliance	✓	✓	Home	COM1	% of valid Landlord Gas Safety Records for tenanted properties
	✓	✓	Home	COM2	% of domestic properties with EICR certificates up to five years old.
				COM3a	% of Passenger lifts serviced within timescale
		✓	Home	COM3b	% of Passenger lifts availability
		✓		COM4	% of Sites where a risk assessment has been carried out for control of Legionella Bacteria in domestic water systems within a 2 year period

		✓		COM5	The management of fire risk assessments; the percentage re-inspected within timescale (Regulatory Reform (Fire Safety) Order 2005)
		✓		COM6	The Duty to Manage Asbestos – the percentage re-inspected within timescales (Regulation 4 - Non Domestic Premises - Control of Asbestos Regulations (CAR) 2012)

Department	HM	WP	CS	PI Code	<b>Key Performance Indicators - Infographic</b>
Homes Direct				H-HD1	Homes Direct: % of Customers calls answered within 80 seconds
Human Resources	✓			BS-HR1	Average number of working days lost through sickness
Customer Experience	✓	✓	Involvement and Empowerment	BS-CF1	% of complaints enquiries responded to within timescales
Tenancy Management			Tenancy	H-TM8	No contact in 12 months
Home Sales & Leases				H-HSL1	% of Service Charges inc Ground Rent collected from Leaseholders
Income Management				H-IM2	% rent arrears of current tenants as a proportion of rent roll (GNPI 29) (WH only)

ASB			Neighbourhood	H-ASB1	% satisfied with the way their ASB complaint was dealt with
Homelessness			Tenancy	HO-HS2	Average time spent in temp - no of days (across all forms)
Repairs	✓		Home	P-R1	% Responsive repairs during period for which an appointment was made/kept
	✓		Home	P-R3	% Total response repairs completed within target
	✓		Home	P-R4	Satisfaction with repairs completed right first time (To replace P-R1 once available)
	✓		Home	P-R5	Satisfaction with response repairs (To replace P-R3 when available)
Voids			Tenancy	P-V3	Void Key to Key Performance (from Void Start Date to Tenancy Start Date)

Department	HM	WP	CS	PI Code	Performance Indicators
Homes Direct				H-HD2	Homes Direct - % of Customer calls answered
				H-HD3	Homes Direct: % of calls abandoned
Communications	✓			BS-SAT1	% of tenants satisfied with the overall service their landlord provides
Income Management				H-IM1a	% of rent collected (City Wide)
				H-IM3	% rent arrears of former tenants as a proportion of rent roll
	✓			STATISTIC	Tenants Evicted for Rent Arrears
Neighbourhood Services			Home & Neighbourhood	H-NS1	% of Fire Safety Checks completed

			Involvement and Empowerment	H-NS3	% of Telecare calls answered within 60 Seconds (SLA)
				H-NS5	Out of hours calls answered
Housing Solutions			Tenancy	CI-LT1	Average time taken to relet properties (ready to let to new Tenancy Start)
			Tenancy	CI-LT3	% rent lost from empty properties
Repairs			Home	P-R2	% of Planned repairs completed within timescales
Voids				P-V1	Average time taken to repair voids: In House - Standard (Minor) voids
				P-V2	Average time taken to repair voids: In House - Major Voids

Key

	HM	Indicators with a tick against them are shared with Housemark Benchmarking
	WP	Indicators with a tick against them are linked to Housing White Paper
	CS	Indicators in this column are linked to RSH Consumer Standards. The initial in the box identify which standard the indicator supports:

H	H = Home Standard
T	T = Tenancy Standard
I	I = Tenancy Involvement and Empowerment Standard
N	N = Neighbourhood Standard