

Department	PI Code
Contracts & Compliance	COM1
	COM2
	COM3a
	COM3b
	COM4
	COM5
	COM6
Human Resources	BS-HR1
People & Community	BS-PC1
	BS-D3
Customer Experience	BS-CF1
Home Sales & Leases	H-HSL1
Income Management	H-IM1a
	H-IM1b
	H-IM2

	H-IM3
	STATIS TIC
Homes Direct	H-HD1
	H-HD3
	STATIS TIC
ASB	H-ASB1
Housing Solutions	CI-LT1
	CI-LT3
	CI-LT4
	STATIS TIC
	STATIS TIC
	STATIS TIC
	STATIS TIC
Repairs	P-R1
	P-R2
	P-R3
	P-R5
	P-R7
	P-R8
	STATIS TIC
Voids	P-V1
	P-V2

Performance Indicators
% of valid Landlord Gas Safety Records for tenanted properties
% of domestic properties with EICR certificates up to five years old.
% of Passenger lifts serviced within timescale
% of Passenger lifts availability
% of Sites where a risk assessment has been carried out for control of Legionella Bacteria in domestic water systems within a 2 year period
The management of fire risk assessments; the percentage re-inspected within timescale (Regulatory Reform (Fire Safety) Order 2005)
The Duty to Manage Asbestos – the percentage re-inspected within timescales (Regulation 4 - Non Domestic Premises - Control of Asbestos Regulations (CAR) 2012)
Average number of working days lost through sickness
Number of people supported into provision (work exp, voluntary, into work, into training)
% availability of Northgate Systems
% of complaints enquiries responded to within timescales
% of Service Charges inc Ground Rent collected from Leaseholders
% of rent collected (City Wide)
% of rent collected (WH Only)
% rent arrears of current tenants as a proportion of rent roll (GNPI 29) (WH only)

% rent arrears of former tenants as a proportion of rent roll
Tenants Evicted for Rent Arrears
Homes Direct: % of Customers calls answered within 80 seconds
Homes Direct: % of calls abandoned
Number of Calls Answered
% satisfied with the way their ASB complaint was dealt with
Average time taken to relet properties (ready to let to new Tenancy Start)
% rent lost from empty properties
% new tenants satisfied with the allocation & lettings process
Rent and service charges that could not be collected during the period due to empty dwellings (snapshot)
Number of Allocation & Lettings Surveys Sent Out / Returned (Sent By Tenancy Officers)
Number of social housing lettings completed in the month
Number on the Waiting List
% Responsive repairs during period for which an appointment was made/kept
% of Planned repairs completed within timescales
% Total response repairs completed within target
Satisfaction with response repairs - Under Review
Emergency Repairs completed within 24 Hours
Average End to End Non-Urgent Response Repair Time
Outstanding Repairs (exc TMO's) - Total
Average time taken to repair voids: In House - Standard (Minor) voids
Average time taken to repair voids: In House - Major Voids