## Wolverhampton Homes Suite of Key Performance Indicators

Appendix 2

Department	Housemark	White Paper	Consumer Standard	PI Code	Compliance Indicators - Infographic
Contracts & Compliance	✓	<b>✓</b>	Home	COM1	% of valid Landlord Gas Safety Records for tenanted properties
	✓	✓	Home	COM2	% of domestic properties with EICR certificates up to five years old.
				СОМ3а	% of Passenger lifts serviced within timescale
		<b>✓</b>	Home	COM3b	% of Passenger lifts availablity
		✓		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

## Sensitivity: NOT PROTECTIVELY MARKED

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

Department	НМ	WP	CS	PI Code	Key Performance Indicators - Infographic
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	<b>✓</b>	<b>√</b>	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)

## Sensitivity: NOT PROTECTIVELY MARKED

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	<b>✓</b>	Home	P-R1	% Responsive repairs during period for which an appointment was made/kept
	<b>✓</b>	Home	P-R3	% Total response repairs completed within target
	<b>✓</b>	Home	P-R4	Satisfaction with repairs completed right first time (To replace P-R1 once available)
	<b>✓</b>	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	НМ	WP	CS	PI Code	Performance Indicators
Homes Direct				H-HD2	Homes Direct - % of Customer calls answered
				H-HD3	Homes Direct: % of calls abandoned
Communications	<b>✓</b>			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
	<b>✓</b>			STATISTIC	Tenants Evicted for Rent Arrears
Neighbourhood Services			Home & Neighbourhood	H-NS1	% of Fire Safety Checks completed

	olvement and npowerment	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

## Sensitivity: NOT PROTECTIVELY MARKED

Key

НМ
WP
CS

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

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