

Appendix 2 – Housing Management Performance Indicators and Service Standards

Key Performance Indicators

A list of the KPIs and their targets are shown below. Service Standards and KPIs were agreed between the Local Residents' Panel and the Council.

KPI No.	Key Performance Indicator		Target	Incentive	Frequency
1	Customer satisfaction in key service areas under the remit of the contract		70.00%	2.00%	Quarterly
2	Percentage of stage 1 complaints that developed to stage 2		<5.00%	2.00%	Quarterly
3	Reviewing of tenancies within target time		100.00%	2.00%	Monthly
		Tolerance			
4	*Percentage of rent collected	1.00%	100.00%	2.00%	Monthly
5	*Void re-let time	15.00% = 3.90 days	26.00 days	2.00%	Monthly

Management Performance Indicators

MPI no.	Management Performance Indicator	Target	Frequency
	Correspondence and complaints		
1	Percentage of general correspondence responded to within 15 working days	100%	Monthly
2	Percentage of MP/Councillor enquiries responded to within 8 working days	100%	Monthly
3	Percentage of London Borough of Hammersmith and Fulham Housing Cabinet member enquiries responded to within 3 days.	100%	Monthly
4	Percentage of Stage 1 complaints for Tenancy Management responded to within 15 working days.	97%	Monthly
5	Percentage of Stage 2 complaints for Tenancy Management responded to within 20 working days.	97%	Monthly
	Involvement and Empowerment		
6	Percentage of occurrences where the Service Provider has supplied actions from estate inspections to Housing Officers within five working days	100%	Quarterly
7	Percentage of occurrences where actions from estate inspections are published on notice boards and the	100%	Quarterly

	Council's Housing webpage within 7 working days of the inspection taking place.		
	Allocations and Tenancy Management		
8	Percentage of appointments offered that are within 2 working days of notification that the property is ready for viewing	90%	Monthly
9	Percentage of appointments that are arranged by a Housing Officer four weeks after the tenant has moved into the property to provide any additional information or advice that might be needed	100%	Quarterly
10	Percentage of succession and assignment requests processed within 20 working days of receipt of the completed application.	95%	Monthly
11	Percentage of succession or assignment requests where outcomes have been confirmed within 5 working days of the decision being made	95%	Monthly

12	Percentage of mutual exchange applications processed within 42 working days of receipt of the application.	90%	Quarterly
13	Percentage of formal reviews of probationary tenancies that took place 8 months after the start of the tenancy as set out in the terms and conditions of the sign up documents.	100%	Quarterly
14	Percentage of decisions on whether to transfer the tenancy to a secure tenancy or not that occurred within 10 working days of the probationary review being completed.	100%	Quarterly
15	Percentage of investigations of all reports of squatters, illegal occupants, or abandonment that occurred within 2 working days of receipt.	90%	Quarterly
16	Percentage of formal tenancy checks carried out on tenants every 4 years	90%	Monthly
	ASB Grade 1 Cases		
18	Percentage of victims offered an appointment for interview within 2 working days of ASB case being reported	90%	Monthly
19	Percentage of complainants who received a monthly update on open cases in the format agreed at the initial interview to discuss the ASB	95%	Monthly
20	Percentage of residents satisfied with the way ASB cases were dealt with.	71%	Quarterly
21	Percentage of residents satisfied with the outcome of the complaint.	68%	Quarterly
22	Percentage of residents who said they would report ASB again.	85%	Quarterly
23	Percentage of cases that a complainant risk assessment was carried out when cases of ASB are reported by customers.	100%	Monthly
	ASB Grade 2 Cases		
	Percentage of victims offered an appointment for	90%	Monthly

18	interview within 3 working days of ASB case being reported		
19	Percentage of complainants who received a monthly update on open cases in the format agreed at the initial interview to discuss the ASB	95%	Monthly
MPI no.	Management Performance Indicator	Target	Frequency
20	Percentage of residents satisfied with the way ASB cases were dealt with.	71%	Quarterly
21	Percentage of residents satisfied with the outcome of the complaint.	68%	Quarterly
22	Percentage of residents who said they would report ASB again.	85%	Quarterly
23	Percentage of cases that a complainant risk assessment was carried out when cases of ASB are reported by customers.	100%	Monthly
	ASB Grade 3 Cases		
24	Percentage of victims offered an appointment for interview within 5 working days of the ASB case being reported	94%	Monthly
25	Percentage of complainants who received a monthly update on open cases in the format agreed at the initial interview to discuss the ASB	95%	Monthly
26	Percentage of residents satisfied with the way ASB cases were dealt with.	71%	Quarterly
27	Percentage of residents satisfied with the outcome of the complaint.	68%	Quarterly
28	Percentage of residents who said they would report ASB again.	85%	Quarterly
29	Percentage of cases that a complainant risk assessment was carried out when cases of ASB are reported by customers.	100%	Monthly
	ASB Grade 4 Cases		
24	We will write to tenants within 5 days of the initial complaint advising that the Council cannot assist and provide information on the other remedies available.	95%	Monthly
	Domestic Violence		
30	Percentage of victims offered an appointment within 24 hours of reporting domestic violence.	90%	Monthly

Service Standards

The Service Standards listed below are taken from the Service Standards document.

No.	Service Standards
	Customer Service
1	The Service Provider will provide any information to be published on a quarterly basis in the Your Home magazine
	Reception Services
2	The Service Provider will aim to resolve initial enquiries at the first point of contact.
3	All staff should be able to be identified through wearing an identity badge at all times and using the correct greeting.
	Involvement and Empowerment
4	Housing officers will organise and undertake 4 Estate Inspections per year with Caretakers and Contractors according to the publicised schedule.
5	The Service Provider will attend borough forums which will be held at least 4 times per year to discuss policy and strategy issues. These meetings are open to all tenants and leaseholders living in the borough.
6	The Service Provider will organise Area Housing Forums with input from the Council which will be held 4 times a year in each of the four areas of the borough. These meetings are open to all tenants and leaseholders living in the area.
7	Housing Officers will be available to attend RA meetings at least once per quarter upon request
8	The Service Provider will work with residents to provide a tailored set of service standards/local offers for each of the four forum areas.
9	The Service Provider will provide feedback from the Local Residents Panel and Repairs Working Group meetings to residents once per quarter via the Council's Housing webpage and Area Housing Forums.
11	The Service Provider will provide information and assistance to enable you to carry out mutual exchanges within the borough and with tenants in other boroughs.
	Neighbourhood Repairs
12	Housing Officers will undertake fortnightly estate walkabouts with caretakers to identify any repairs or individual residents requiring additional support.
	ASB Grade 1 and 2 Cases (Option)
13	An action plan will be agreed with the resident at the initial interview.
	ASB Grade 3 and 4 Cases
14	An action plan will be agreed with the resident at the initial interview.
	Training
15	Housing Officers & Specialist Housing Officers will receive an agreed programme of training to ensure consistency of approach with ASB cases.